



CAD User Manual



Spillman® Public Safety Software

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Preface

Welcome to the *CAD User Manual*.

This manual provides instructions for using the Computer Aided Dispatch (CAD) module with Spillman Flex.

Using this manual

This manual includes the following information:

- Chapter 1 provides basic information about CAD, including starting and exiting CAD, using the command center, understanding the CAD status screen, understanding call types, entering CAD commands, and other helpful information to start using CAD.
- Chapter 2 provides information about calls, including how to add or cancel a call, entering and viewing a call nature and address, editing call records, viewing call records, and merging duplicate calls.
- Chapter 3 provides information about using the Traffic Stop and On-Site Call features.
- Chapter 4 provides information about dispatching units to calls, changing your dispatcher unit or zone, using the Skill Search command, and searching for hazardous materials.
- Chapter 5 provides information about updating and modifying calls and units, including adding call comments, modifying calls, changing the responsible unit, modifying a closed call, creating records for multiple agencies, assigning a unit to multiple calls, updating unit information, and updating officer information.
- Chapter 6 provides information about working with incident records, including creating a new incident record or viewing Incident Numbers by agency.
- Chapter 7 provides information about dispatching a wrecker to a call with or without tying it to an incident, updating wrecker information, canceling a wrecker, and viewing wrecker history.
- Chapter 8 provides information about how to use the radio log, including making an entry, searching the Main Radio Log table, searching radio log tables, viewing radio log history, and using the radio log for property watches.

- Chapter 9 provides information about how to perform queries for Name and Vehicle records at the command line.
- Chapter 10 provides information about recording policy violations.
- Chapter 11 provides information about customizing items in CAD, including the command center, status windows, main windows, keypad function, and sounds.
- Chapter 12 provides information about how to use the Classic CAD map, including viewing information on the map, working with layers, performing general tasks, and configuring the map.
- Appendix A provides a reference of CAD commands.
- Appendix B provides a reference of fields on the various CAD screens.
- Appendix C provides a reference of CAD reports available.

Other Spillman manuals

The *RMS User Manual* provides information about the basic features of the software, including how to start and exit the software, navigate the software, use screens, search, print, and run reports. The *RMS User Manual* also explains how to use the Hub module, which comprises the tables used by most users.

The *Application Setup and Maintenance*, *Security Setup and Maintenance*, and *Code Table Setup and Maintenance* manuals provide information for the Spillman Applications Administrator (SAA) at your agency.

Windows basics

Before using the software, be familiar with the standard features of Microsoft® Windows®. At minimum, know how to do the following:

- Use a mouse or keyboard to perform basic tasks, such as choosing menu options and buttons.
- Work with windows, such as selecting, minimizing, restoring, maximizing, sizing, scrolling, closing, and so forth.
- Work with dialog boxes.

If these tasks are unfamiliar, then refer to your Windows online documentation or complete an online Windows tour.

Manual Conventions

While using this manual, note the following conventions.

Convention	Meaning/Use	Examples
bold	Used for names of menus, options, text boxes, buttons, fields, and other items that appear on the screen.	OK is a button on the screen. Click OK , or press Enter.
angle bracket (>) between items	Shows the menu option(s) that must be selected, in sequence, to get to a specific option.	From the Start menu, select All Programs > Spillman > Spillman Mobile .
plus sign (+) between keys	Used for keys that are pressed at the same time. Hold down the first key, and then press the other key(s). When a keystroke is available for a mouse action, both the mouse action and the keystroke are presented.	Press Ctrl+E. Click Close , or press Ctrl+F4.
comma (,) between keys	Used for keys that are pressed in sequence. Press and release each key, in the order shown.	Press Alt, F, O to open the File Options dialog box.
Courier font	Used for displayed text. Used for table names.	The software prompts: Are you sure you want to delete this record? Open the Names table (nmmain).
bold Courier font	Used for information you enter.	Enter the street address, such as 401 W Sycamore St.
<i>italics</i>	Used for emphasis. Used for variable information you supply.	Enter the date, using the <i>mm/dd/yyyy</i> format.

The following boxes indicate special information.

NOTE

Notes call attention to information that is of particular importance or that varies depending on a particular condition, such as the way your Spillman Applications Administrator (SAA) has configured the software.

TIP

Tips present recommendations, optional actions, and additional ways to perform specific tasks.

CAUTION

Cautions point out actions that might endanger your data or its integrity (usefulness) or cause other problems later.

Features on your computer depend on your software version, modules, and privileges. Actual screens on your computer may vary from the example screens shown in this manual. However, any differences are minor and do not affect the tasks being described.

To find more manuals, visit [MySpillman](#) or the [Spillman Knowledgebase](#).

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Getting Started

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Overview

The Computer-Aided Dispatch (CAD) module is used to dispatch calls, communicate with officers, and monitor the status of calls and units. To use CAD, the Hub module is required.

The use of the Hub module is explained in the *RMS User Manual*, which also describes the basic functions of the software. To use CAD efficiently, know how to do the following:

- Start and exit Flex
- Navigate menus
- Open screens
- Use the toolbars
- Add records
- Enter data in records
- Search for records
- Print records
- Run reports

Using the keyboard and the mouse

CAD can be navigated by clicking menu items, buttons, and fields on the screen. However, the keyboard can also be used to perform these functions.

For example, to cancel an action, do one of the following:

- Click the **Cancel** button
- Press Alt+C
- Press Ctrl+C
- Press the Cancel function key (F6)

In general, this manual documents only the first two methods. Complete descriptions of the function keys can be found in the *RMS User Manual*.

To avoid having to memorize keyboard commands while learning the software, the mouse can be used. After becoming more familiar with CAD, it might be faster to navigate using the keyboard.

Using CAD with add-on modules

The GeoValidation and Response Plans modules, are designed to work almost exclusively with CAD. These add-on modules improve dispatching by doing the following:

- **GeoValidation.** Stores detailed address information for the user's area, validates addresses as they are entered, and checks for warnings or alerts associated with addresses.
- **Response Plans.** Allows your agency to predefine how users will respond to incidents occurring at specific addresses.

This manual describes all three CAD products: CAD, CAD with GeoValidation, and CAD with GeoValidation and Response Plans. To determine whether your agency has purchased the GeoValidation or Response Plans add-on modules, contact your SAA. The instructions in this manual depend on the modules your agency has purchased.

Response plans can take months to develop and set up. Therefore, if your agency purchased CAD with GeoValidation and Response Plans, be aware that the Response Plans portion of your CAD program might not be turned on immediately. If something is not working as explained, then Response Plans is probably not yet working. Ask your SAA when to begin dispatching with Response Plans.

Understanding basic CAD functions

The following sections describe the basic functions of CAD:

- [“Starting and Exiting CAD” on page 28](#)
- [“Using the Command Center in CAD” on page 29](#)
- [“Understanding the CAD Status Screen” on page 32](#)
- [“Understanding Call Types” on page 41](#)
- [“Entering CAD Commands” on page 44](#)
- [“Using Right-Click Menus” on page 73](#)
- [“Using CAD Help” on page 78](#)

Starting and Exiting CAD

To start CAD, open Flex and log on to your agency's database.

The following options are available:

- For dispatchers or call-takers, start the full version of CAD, which gives access to all CAD functions.
- For duty officers or other supervisors who need to monitor CAD calls without making changes to them, start Limited-Access CAD.

Starting CAD

To start the full version of CAD, use one of the following methods:

- At the command line, enter **cad**.
- From the Tree Menu, select **Dispatch Menu > Computer-Aided Dispatch**.

Starting Limited-Access CAD

To start Limited-Access CAD, use one of the following methods:

- At the command line, enter **caddo**.
- From the Tree Menu, select **Dispatch Menu > Limited Access CAD**.

The CAD Status screen opens. For a detailed description of the CAD Status screen, see [“Understanding the CAD Status Screen” on page 32](#).

Exiting CAD

To exit CAD, at the command line, enter **exit**, or enter **e**.

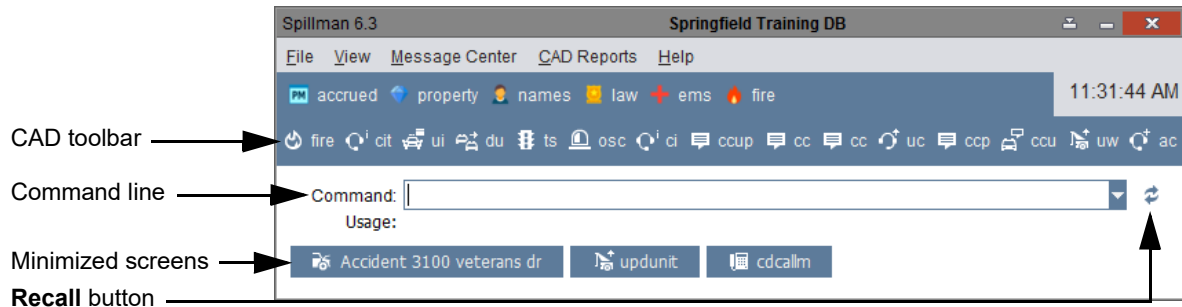
Depending on how your SAA sets up your software, a dialog box might open with the message:

Are you sure you want to exit CAD?

If the dialog box opens, click **Yes** or press Enter to exit CAD. To remain in CAD, click **No** or press Alt+N.

Using the Command Center in CAD

The command center is used to manage open screens, access shortcuts to frequently-used screens, and to enter CAD commands.



NOTE

Any screen that can be opened from the command line outside of CAD can also be opened while in CAD. However, CAD commands can be entered in CAD only.

For information on the default command center items and how to use them, see the *RMS User Manual*. When CAD is open, the command center contains the following items:

- **Menu bar.** Contains the CAD Reports menu, along with the other default command center menus.
- **CAD toolbar.** Shows user-added shortcuts for CAD commands.

To show the CAD toolbar, from the menu bar, select **File > Configure** to open the Configuration screen. Select the **Appearance** tab, and then in the **Command Center** area, select the **Show CAD toolbar** check box. To display the names of the shortcuts, select the **Show CAD command button text** check box. To add a shortcut to the CAD toolbar, see [“Managing the CAD toolbar” on page 30](#).
- **Command line.** Used to enter CAD commands, such as opening screens and adding calls. An instant message to a specified user or group can also be sent from the command line. For more information, see [“Using the IM Command” on page 48](#). For a complete CAD command reference, see [“Appendix A” on page 455](#).
- **Usage line.** Displays the correct usage of a CAD command. To activate the usage line, see [“Customizing the CAD Command Center” on page 337](#). For information about using CAD commands, see [“Entering CAD Commands” on page 44](#).

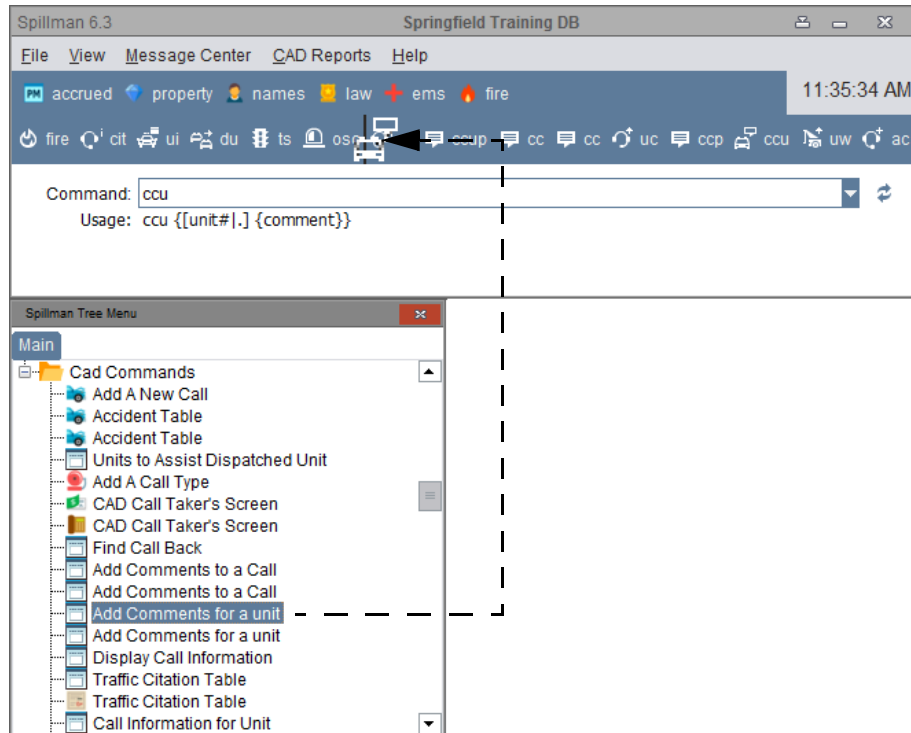
- **Recall button (Ctrl+U).** Goes through the 20 most recent commands. Each time the button is clicked, the previous command entered at the command line is displayed. Press Enter to perform the displayed command.

Managing the CAD toolbar

Shortcuts for frequently used CAD commands can be added to the CAD toolbar.

To add a shortcut to the CAD toolbar:

1. From the Tree Menu, open the **CAD Commands** folder.
2. Click the icon for the desired command, and then drag it to the CAD toolbar.



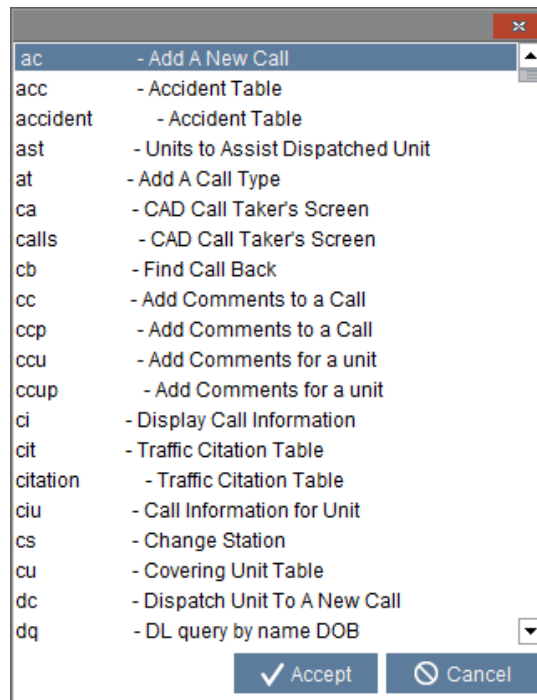
3. Position the icon in the desired location, and then release the mouse button.

The icon appears in the selected location.

To remove a shortcut from the CAD toolbar, drag the shortcut off the toolbar, or right-click the shortcut, and then select **Remove**. The icon is removed from the toolbar.

Viewing a list of commands and screens at the command line

A list of CAD commands and screens can be viewed at the command line. Place your cursor at the command line, and then press Ctrl+E. A Lookup list of all CAD commands and screens that can be accessed from the command line opens. The CAD commands are listed first, and then the screens.



TIP

To view additional commands and programs in the Lookup list, press the Down Arrow key or use the scroll bar.

If a list contains more than one page of entries, then press Ctrl+N to view the next page and Ctrl+P to view the previous page.

Understanding the CAD Status Screen

After starting CAD, the CAD Status screen opens.

The screenshot shows the Springfield Training DB CAD Status screen. It features a menu bar (File, View, Message Center, CAD Reports, Help) and a toolbar with various icons. Below the toolbar is a Command and Usage input area. The main area is divided into three windows:

- Unit Status window:** Displays a table of units and their status.
- Undispatched Calls window:** Displays a table of calls that have not been dispatched.
- Dispatched Calls window:** Displays a table of calls that have been dispatched but are not yet completed.

Arrows point from the labels to the corresponding windows in the screenshot.

Call	T	P	Nature	R	S	Address	City	Zo...	Stat	Ti...
3	f	2	Fire			818 SWEETWAT...	SFD	FS	RCVD	1.0Y
4	i	2	Accident			3100 VETERANS ...	SFD	LS	RCVD	1.0Y
5	i	4	Theft			123 S MAIN ST	SFD	LS	RCVD	3.7H

Unit	Zone	Time	Stat
102	DET	1.0Y	ENRT
P3	EAST	1.6Y	ONDT
M1	ENW	1.0Y	ONDT
E17	FC	1.0Y	ONDT
E3	FN	1.6Y	ONDT
E1	FNW	1.0Y	ONDT
E2	FNW	1.6Y	ONDT
E4	FSW	1.6Y	BUSY
S107	LC	1.6Y	ONDT
103	LN	3.7H	ENRT
S109	LNE	1.6Y	ONDT
109	LNW	1.0Y	ONDT
170	LNW	1.0Y	ONDT
307	LNW	1.6Y	ONDT
3716	LNW	1.6Y	ONDT
101	LNW	3.7H	ENRT
108	LNW	1.6Y	BUSY
110	LNW	1.6Y	BUSY

C...	T	P	Natu...	R	S	Address	City	Z...	Stat	Ti...	Units
2	i	2	Accid...			333 S MAIN ...	SFD	LS	ENRT	1.0Y	102
1	i	4	Theft			1001 COLL...	SFD	LSW	EN...	6...	SDS

The CAD Status screen contains the following windows:

- **Undispatched Calls.** Displays information about calls that have not been dispatched. To dispatch a call, the status of the call must be RCVD (received). After a unit is dispatched to a call, the record for that call is moved to the Dispatched Calls window.
- **Dispatched Calls.** Displays calls that have been dispatched, but are not yet completed.
- **Unit Status.** Displays information about all of the units that are on duty and available for dispatch. Your agency might have designated that some units—fire units, for example—do not appear on the CAD Status screen until they are assigned to a call.

Each line in the Undispatched Calls or Dispatched Calls window represents one Call record. Each line in the Unit Status window represents one Unit record.

Your SAA can configure the appearance of the windows in the CAD Status screen. If the necessary user privileges have been granted, then the windows in the CAD Status screen can be customized for your personal login. For information about customizing the CAD Status screen, see [“Customizing the CAD Status Windows” on page 339](#).

Understanding the colors in the CAD status windows

In the CAD status windows, colors are used to show the status of a call or unit. The following table describes the default color system.

Default color	Calls	Units
Red in the Time column	The call has been at its current status too long.	The unit has been at its current status too long or has not made contact in the specified amount of time.
Red in the Status column	New information has been added to the call.	<i>Not applicable.</i>
Green	The call is not dispatched.	The unit is available.
Yellow	A unit has been dispatched to the call but has not arrived.	The unit is dispatched to a call but has not arrived.
Blue	The dispatched unit has arrived at the call.	The unit has arrived at its assigned call or is busy.

Understanding the call status windows

The Undispatched Calls and Dispatched Calls status windows display the status of active calls only. By default, the calls are sorted according to their priority, zone, and status. However, calls can be sorted by any of the columns in the windows. For more information, see [“Customizing the sort configuration” on page 346](#).

Your SAA sets a timer for each type of call. If a call remains at a certain status beyond the interval defined by your SAA, then the call is moved to the top of the window where it is displayed. The value in the **Time** column turns red to indicate that the timer has expired. For more information, see [“Understanding Time Lapse alerts” on page 53](#).

To customize the columns that are displayed in the Undispatched Calls and Dispatched Calls windows, see [“Customizing the CAD Status Windows” on page 339](#).

Columns in the call status windows

The following section describes the default columns in the Undispatched Calls and Dispatched Calls status windows.

Call

Displays the call number assigned when the call was created.

T

Displays the call type. The most common call types are Law calls (1), EMS calls (e), and Fire calls (f). Up to three call types can be added for a call. Each call type is listed as a separate record in the Undispatched Calls window.

P

Displays the priority of the call.

Nature

Displays the nature of the call.

R

Displays the number of response plans available for the call, if any. This column is used only if your agency uses the GeoValidation and Response Plans add-on modules.

S

Displays whether special instructions exist for the call. If special instructions for the call nature have been defined for your agency, then a Y is displayed. Otherwise, an N is displayed. See [“Using Special Instructions” on page 131](#).

Address

Displays the location of the call.

Zone

Displays the zone in which the call occurred.

Stat

Displays the status of the call.

Non-dispatched calls have a status of either INPUT (input) or RCVD (received). By default, dispatched calls have a status of ENRT (en route) or ARRVD (arrived). Your SAA can configure the software in one of the following ways:

- The status of a call changes to ARRVD when the *first* unit arrives at the scene.
- The status of a call changes to ARRVD when the *responsible* unit arrives at the scene.

Therefore, the status of a call might not change when the first unit arrives. Contact your SAA for information on how your agency is configured.

Time

Displays the time elapsed since the last status change.

Additional columns in the Dispatched Calls window

The following section describes the additional columns in the Dispatched Calls window.

Unit

Displays the responsible unit for the call.

Units

Displays all units dispatched to the call, with the responsible unit listed first.

Understanding the Unit Status window

The Unit Status window displays information about all of the units that are on duty and available for dispatch. However, your SAA might set up the Unit Status window to display some units, such as fire units, only after they are assigned to a call.

To customize the columns that are displayed in the Unit Status window, see [“Customizing the CAD Status Windows” on page 339](#).

Columns in the Unit Status window

The following section describes the default columns in the Unit Status window.

Unit

Displays the unit’s name or code.

Zone

Displays the assigned zone for the unit.

Time

Displays the time the unit has remained at the current status.

Stat

Displays the current status of the unit.

Navigating the CAD status windows

The following sections describe how to navigate the CAD Status windows:

- [“Activating a status window” on page 36](#)
- [“Viewing additional records” on page 37](#)
- [“Highlighting a Call record” on page 38](#)

Activating a status window

While using CAD, several screens or windows might be open on your desktop. However, only one screen or window can be active at a time.

To activate a status window, do one of the following:

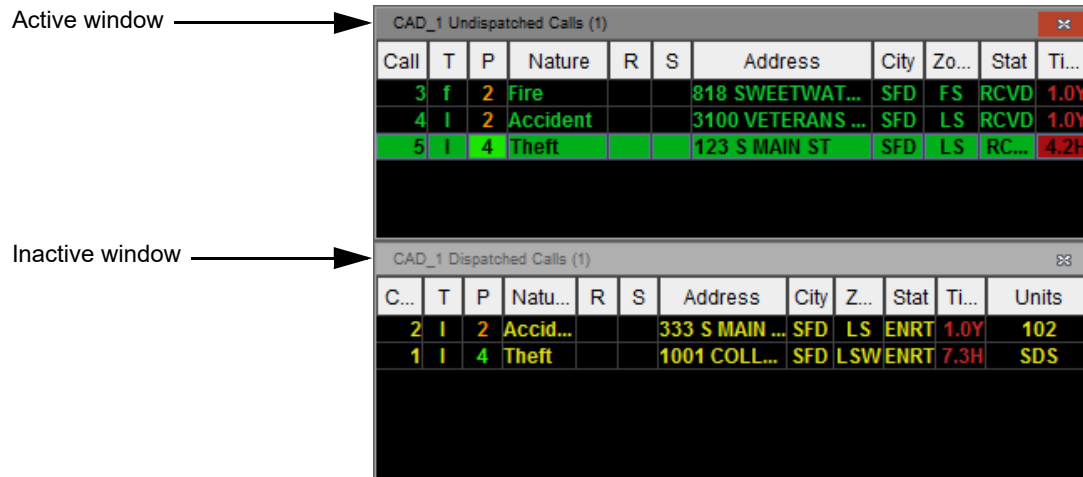
- Click anywhere inside the window.
- From the Task Manager, select the desired window.

TIP

To use the keyboard to bring the Task Manager to the front, hold down the Alt key and press the Tilde key (~). To select a window from the Task Manager, release the Tilde key but *continue holding down the Alt key*. Press the Tilde key until the desired window is selected, and then release both the Alt and Tilde keys.

- From the current screen or window, press the Tab key until the desired window is activated. For example, if the Undispatched Calls window is active, press Tab to activate the Dispatched Calls window. Press Tab again to activate the Unit Status window.

When a window is active, the title bar is dark gray, and the **Close** button is red.



Viewing additional records

If a window contains more records than the window can display, a scroll bar appears at the right side of the window.

CAD_1 Unit Status (1)			
Unit	Zone	Time	Stat
102	DET	1.0Y	ENRT
P3	EAST	1.6Y	ONDT
M1	ENW	1.0Y	ONDT
E17	FC	1.0Y	ONDT
E3	FN	1.6Y	ONDT
E1	FNW	1.0Y	ONDT
E2	FNW	1.6Y	ONDT
E4	FSW	1.6Y	BUSY
S107	LC	1.6Y	ONDT
103	LN	4.3H	ENRT
S109	LNE	1.6Y	ONDT
109	LNW	1.0Y	ONDT
170	LNW	1.0Y	ONDT
307	LNW	1.6Y	ONDT
3716	LNW	1.6Y	ONDT
101	LNW	4.3H	ENRT
108	LNW	1.6Y	BUSY
110	LNW	1.6Y	BUSY

To view additional records, do one of the following:

- Drag the slider on the scroll bar.

- Press the Up Arrow and Down Arrow keys to scroll through the records one at a time.
- Press the Page Up and Page Down keys to display the previous or following page.
- Press Ctrl+End to view the last record in a CAD status window.
- Press Ctrl+Home to view the first record in a CAD status window.

A horizontal scroll bar indicates that the window contains columns that are not visible. Use the scroll bar to view additional columns.

The height and width of the windows and columns can be resized. For more information, see [“Determining the columns that are displayed in a status window” on page 340](#).

Highlighting a Call record

In the Undispatched Calls or Dispatched Calls window, one Call record is always highlighted when the window is active. In the Unit Status window, one Unit record is always highlighted, even if the window is not active.

To highlight a Call record in the active window, click the record, or for methods of navigation, see [“Viewing additional records” on page 37](#).

TIP

A specific Call record can be highlighted before a CAD command is entered. For example, to dispatch a specific call in the Undispatched Calls window, highlight the call, and then enter the DC command (Dispatch Call), or from the CAD toolbar, click the **dc** button. When the Dispatch Call screen opens, the call information is automatically populated in the appropriate fields.

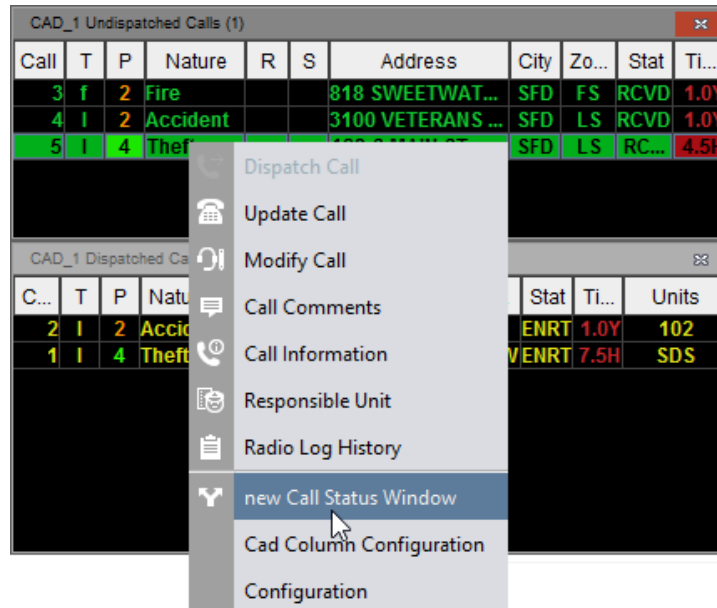
Displaying duplicate status windows

More than one copy of a status window can be displayed. The windows can also be customized independently to show different columns or use different sort criteria. For more information, see [“Customizing the CAD Status Windows” on page 339](#).

To display a duplicate status window, do one of the following:

- From the menu bar, select **View**, and then select the option for the desired status window. For example, to display a duplicate Undispatched Calls Status window, select **View > New Undispatched Call Status Window**.

- Right-click the status window, and then select the option to display another copy of the status window.



To close a status window, click the **Close** button in the upper-right corner of the window.

Understanding priority color-coding for CAD calls

Depending on your privileges or the setup by your SAA, the values in the **P** (Priority) column on the CAD status screen can be color-coded. Each priority is marked by a specific color. The colors used cannot be changed. Use the following table to determine the priority and its corresponding color.

Priority	Color
1	Red
2	Orange
3	Yellow
4	Light green
5	Medium green
6	Light blue
7	Medium blue

Priority	Color
8	Dark blue
9	Purple

To set up CAD to use color codes, see [“Setting up CAD to use color codes” on page 352](#).

In the following example, the calls are sorted by priority. In the **P** column, the 1 is displayed in red, the 2 is displayed in orange, and the 4 is displayed in green. The first Call record in the list is highlighted. However, the calls in your screen might be sorted by a different column, and a different call might be highlighted.

Priority column →

Call	T	P	Nature	R	S	Address	City	Zo...	Stat	Ti...
6	e	1	Heart Pr...		Y	123 S MAIN ST	SFD	ES	RC...	3.8...
7	e	1	Abdomin...		Y	100 N CEDAR ST	SFD	EW	RCVD	0.1m
3	f	2	Fire			818 SWEETWAT...	SFD	FS	RCVD	1.0Y
4	I	2	Accident			3100 VETERANS ...	SFD	LS	RCVD	1.0Y
5	I	4	Theft			123 S MAIN ST	SFD	LS	RCVD	4.7H

Understanding Call Types

The call type determines what kind of unit is dispatched to a call, if any. The **T** (Type) column in the Undispatched Calls or Dispatched Calls window displays the call type entered in the **Type** field of the Add a New Call or CAD Call Taker's screens. For more information, see [“Adding Calls and Managing Call Records”](#) on page 81.

The screenshot shows the 'Add A New Call' window in the Theft module. The 'Type' field is highlighted with a black arrow and the text 'Type field'. The window contains various input fields for call details, including Call number (0), Nature (Theft), Type (1), Priority (4), Address, Zones, Directions, Complainant information, Contact information, and Call history.

The **Type** field is a coded field with no Lookup list, and is automatically populated based on the call nature. However, the call type can be changed, or additional Call Type codes can be entered. The following table lists the available Call Type codes.

Code	Call type	Incident created	Added to Undispatched Calls window
l	Law Enforcement (Law)	Yes	Yes
e	EMS	Yes	Yes
f	Fire	Yes	Yes
a	Alarm	Varies by alarm code setup. For more information, see “Adding Alarm-Type Calls” on page 110.	Varies by alarm code setup. For more information, see “Adding Alarm-Type Calls” on page 110.

Code	Call type	Incident created	Added to Undispatched Calls window
i	Information	No	No
m	Miscellaneous	No	Yes

Up to three Call Type codes per incident can be entered. For example, if a domestic dispute leads to a fire, and someone at the location requires an ambulance, then in the **Type** field, enter **1fe** for Law, Fire, and EMS.

The Call Type codes determine the number and kind of Call records created. For each call type entered, one Call record is created. For example, if the **Type** field for a call is **1fe**, then three Call records are created: one record of type **1**, one record of type **f**, and one record of type **e**. The Call records appear in the Undispatched Calls window, and each call must be dispatched separately.

NOTE

The call types can be entered in any order. However, upon moving to the next field, or accepting the call if no additional fields are completed, the order of the call types changes to the default order, which is **1fe**. The call types can appear in any of the following combinations: **1**, **1f**, **1e**, **1fe**, **f**, **fe**, or **e**. The order of the call types determines how units are dispatched when a miscellaneous call is modified. For more information, see [“Modifying a miscellaneous call” on page 249](#).

TIP

The call type can be modified after the call is added. For example, if an officer is dispatched to a robbery in progress and finds that a victim needs an ambulance, the call type can be changed from **1** to **1e**. For more information, see [“Modifying Active Calls” on page 248](#).

If your agency uses a Records Management module, such as Law Enforcement Records Management, then a corresponding Incident record is also created and linked to the call.

For example, if a call with a Disorderly nature that requires a Law, Fire, and EMS unit to be dispatched is added, then three calls appear in the Undispatched Calls screen, one for each type.

Call records

Call	T	P	Nature	R	S	Address	City	Zo...	Stat	Ti...
7	e	1	Abdomi...		Y	100 N CEDAR ST	SFD	EW	RCVD	2.1H
10	e	4	Disorde...			100 N CROWN ST	SFD	ESE	RCVD	0.9m
10	f	4	Disorde...			100 N CROWN ST	SFD	FSE	RCVD	0.9m
10	l	4	Disorde...			100 N CROWN ST	SFD	LSE	RCVD	0.9m
9	l	4	Theft			123 NORTH MAIN	LOG	LCPD	RCVD	2.0H
6	e	1	Heart Pr...		Y	123 S MAIN ST	SFD	ES	RCVD	2.2H

In addition, if your agency uses the applicable Incident tables, then one Law Incident record, one EMS Incident record, and one Fire Incident record is created.

To view an Incident record from CAD, enter the command specifying the appropriate Incident table, followed by the call number and call type. The following table shows the commands used to open an Incident record.

Incident table	Command	Example
Law Incident	la	To view the Law Incident record for call 10l, enter la 10l .
Fire Incident	fi	To view the Fire Incident record for call 10f, enter fi 10f .
EMS Incident	em	To view the EMS Incident record for call 10e, enter em 10e .

The call type can be changed after a unit is dispatched to a call. For example, if an officer arrives at a robbery in progress, and finds that the robbery also involves an assault, then change the call type to reflect the assault as described in [“Adding a call type” on page 250](#).

Entering CAD Commands

To perform most CAD functions, a CAD command must be entered.

NOTE

Limited Access CAD (caddo) does not allow the use of any commands that change CAD data. For example, call information cannot be modified, and the status of a call cannot be updated.

CAD commands are not case-sensitive.

CAD commands can be entered in any of the following ways:

- **At the command line.** Enter the command with any parameters, and then press Enter. For more information, see [“Using command parameters” on page 44](#). For example, to add a call for arson located at 1545 Darby Drive, enter the command using the following format:

```
ac arson 1545 Darby Dr
```

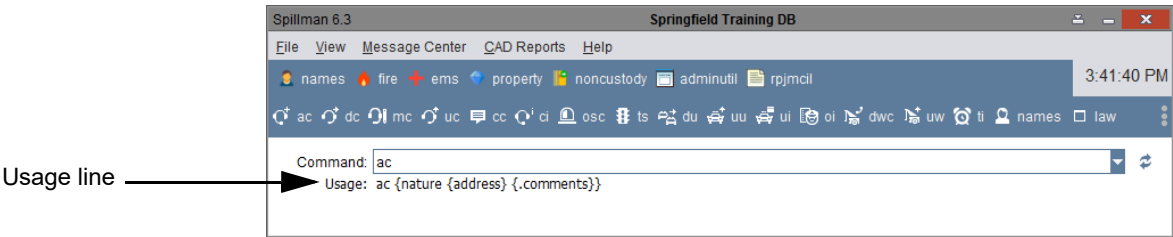
- **From the CAD toolbar.** Click a button from the CAD toolbar to open the screen for the corresponding CAD command.
- **Using the CAD hotkeys.** CAD commands can be assigned to the numeric keypad on the right side of the keyboard. Use the default hotkey assignments, or define your own CAD hotkeys. For more information, see [“Using the CAD Keypad” on page 353](#).
- **From the Tree Menu.** From the Tree Menu, select the **CAD Commands** folder, and then do one of the following:
 - Click the desired command.
 - Use the Up Arrow and Down Arrow keys to highlight the command, and then press Enter.

The command appears at the command line. Enter additional parameters if necessary, and then press Enter.

Using command parameters

When a command is entered at the command line, additional information, called parameters, can be entered after the command. This allows information to be entered before the command screen is opened. For example, instead of first opening the Add A New Call screen and then entering information on that screen, enter some of the information as part of the AC command.

When a command is entered at the command line, the usage line displays the parameters that can be used with the command.



NOTE

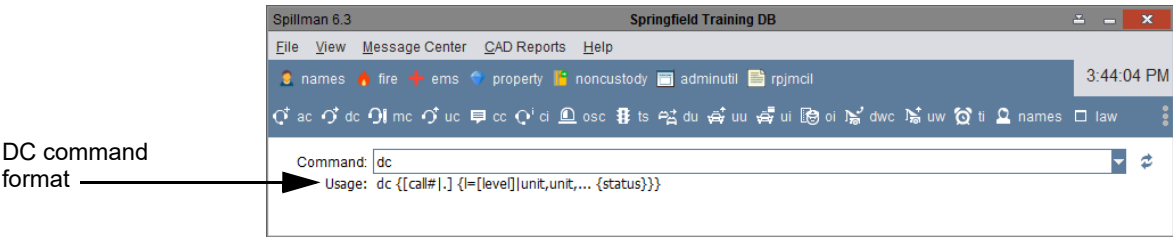
The full command must be entered to view the command usage. If a command shortcut is used, then the usage is not displayed.

To use a command, the parameters must be entered in the format specified in the usage line, in the order shown. The usage of a CAD command might contain some or all of the following symbols. Do not enter the symbols when entering the command.

Symbol	Meaning
{ }	The parameter enclosed in the braces ({ }) is optional, and can be omitted when entering the command.
[]	The parameter enclosed in the brackets ([]) must be entered.
. . .	Enter as many of the described items as needed, separated by commas.
	Use either of the listed options. For example, a r means that either a or r must be used.

**Example
command format**

For example, the Dispatch Call (DC) command dispatches units to a call. To view the format for the DC command, at the command line, enter **dc**, but do not press Enter.



At the usage line, the format for the DC command is displayed:

DC {[call#|.]} {unit,unit,... {status}}

Use the following table to interpret the usage line.

Parameter	usage
dc	dc must be entered to execute the command.
{[call# .]} {unit,unit,... {status}}	Because all the parameters are enclosed in braces, all the parameters are optional. If the DC command is entered without any parameters, then the call information for the highlighted call in the Undispatched Calls screen is used. Confirm that the correct call is being dispatched. If the DC command is entered with parameters, then the parameters must be entered in the order listed.
[call# .]	If parameters are entered, then either an active call number or a period must be entered. If a period is entered, then the call information for the highlighted call in the Undispatched Calls window is used. If a call number is entered, then the call information does not need to be confirmed.
{unit,unit,...	One or more unit numbers can be entered, separated by commas, with no spaces. Do not enter a comma after the last unit.
{status}	The desired status can be entered. If a status is not entered, then the status is determined by the status sequence defined by your SAA.

The following examples are valid DC commands:

```
dc
dc 11e
dc . E1,E2
dc 11e E1,E2 ENRT
dc . E1,E2 ENRT
```

Using the CAD command quick format

For several common CAD commands, the quick format can be used to bypass the associated command window, which decreases the time it takes to enter a command. However, if your agency uses the GeoValidation module and an address is entered, then the Address Selection window will still open.

To use the quick format, at the command line, enter the command with the necessary parameters.

For example, to add an arson call at 124 South Main St using the quick format, enter **ac arson 124 S Main St.**

If your agency uses the GeoValidation module, then the Address Validation window opens. Select the correct address, and then click **Select**. The call is added to the Undispatched Calls window without opening the Add A New Call screen.

When the quick format is used, a period must be added at the end of each command. The period is the default delimiter that indicates the quick format is being used. However, your SAA can specify another character as the delimiter.

The following commands are available using the quick format:

- Add Call (AC)
- Add Call Type (AT)
- Dispatch Call (DC)
- Dispatch Unit (DU)
- Modify Call (MC)
- Modify Call Type (MT)
- On Site Call (OSC)
- Traffic Stop (TS)

Using the IM Command

The CAD Instant Message (IM) command is used to send an instant message without navigating to the IM window in the Message Center.

The messages sent from the command line use the same IM settings as messages sent through the IM window in the Message Center. To use this feature, the Message Center must be open. For addressees to receive an instant message, they must be online when the message is sent.

To send an instant message from the command line, enter the Instant Message (IM) command followed by the recipient identifier and the message using the following format:

```
im [recipient identifier] {message}
```

where *recipient identifier* is the individual or group receiving the message and *message* is the message text. For more information, see [“Understanding recipient identifiers” on page 49](#).

To send a message to multiple recipient identifiers, separate each identifier with a comma. In the following example, units 101 and 110 are the recipients.

```
im 101,110 South Main Street is closed for repairs.
```

The message is sent and appears in an IM window, but the cursor remains at the command line. For messages sent to multiple recipients, a temporary group is created. For more information, see [“Understanding temporary groups” on page 50](#).

It is not required to include a message with the IM command. If a message is not included with an IM command, then the IM window opens in the Message Center for the specified recipient. Click the window to make it active, and then send the instant message. For more information on using the IM window, see the Mobile Online Help.

Sending an urgent instant message

To send an urgent instant message from the command line, enter the Urgent Instant Message (UIM) command followed by the recipient identifier and the message using the following format:

```
uim [recipient identifier] {message}
```

where *recipient identifier* is the individual or group receiving the message and *message* is the message text. For more information, see [“Understanding recipient identifiers” on page 49](#).

To send a message to multiple recipient identifiers, separate each identifier with a comma. In the following example, SPD and DispatchGrp are the recipients.

```
uim SPD,DispatchGrp Medical assistance needed for officer  
Jones 123 Main Street.
```

The message is sent and appears in an IM window, but the cursor remains at the command line. For messages sent to multiple recipients, a temporary group is created. For more information, see [“Understanding temporary groups” on page 50](#).

When an instant message is sent using the UIM command, the following occurs when the message is received:

- The message window is outlined in red.
- The red outline flashes.
- A sound notification unique to urgent messages is played. See [“Selecting sound notification options” on page 52](#).

It is not required to include a message with the UIM command. If a message is not included with an UIM command, then the IM window opens in the Message Center for the specified recipient. Click the window to make it active, and then send the instant message. For more information on using the IM window, see the Mobile Online Help.

Understanding recipient identifiers

The IM and UIM commands allow dispatchers to send an instant message to individuals, units, or groups, depending on the identifiers used.

Individual identifiers

Instant messages can be sent to individuals or units using the following identifiers:

- **Unit Number.** Sends a message to a unit using the unit’s ID number.
- **User Full Name.** Sends a message to an individual using the **Full Name** field value in the Official Names Codes table.

NOTE

Enclose the **Full Name** field value in quotation marks to include all parts of the name as the recipient identifier. For example, “Daniel Gordon”.

- **Name Code.** Sends a message to an individual using the **Name Code** field value in the Official Names Codes table.
- **CAD position.** Sends a message to another dispatcher at a specified CAD position.

If two or more identifiers have the same value, then the following priority order is used to determine who receives the message:

- Unit
- Full Name
- Name Code

For example, if a Name Code and Unit number are the same, then according to the priority order, the Unit receives the message.

Group identifiers

Instant messages can be sent to groups using the following identifiers:

- **Custom group.** Sends a message to custom groups created using the Group Management feature. For more information, see the Mobile Online Help.
- **Agency group.** Sends a message to all users associated with a particular agency. For more information on Agency groups, see the Mobile Online Help.
- **System group.** Sends a message to all users associated with a particular operating system group, such as Dispatch or Admin. For more information on System groups, see the Mobile Online Help.
- **Temporary groups.** Sends a message to temporary groups created when an instant message is sent to multiple recipient identifiers. For more information, see [“Understanding temporary groups” on page 50](#).
- **Call ID.** Sends a message to all units on a specified call.

NOTE

If the group name is two words, then enclose the name in quotation marks to include all parts of the name as the identifier. For example, “Springfield Fire”.

If two or more identifiers have the same value, then the following priority order is used to determine who receives the message:

- Custom group
- Agency group
- System group

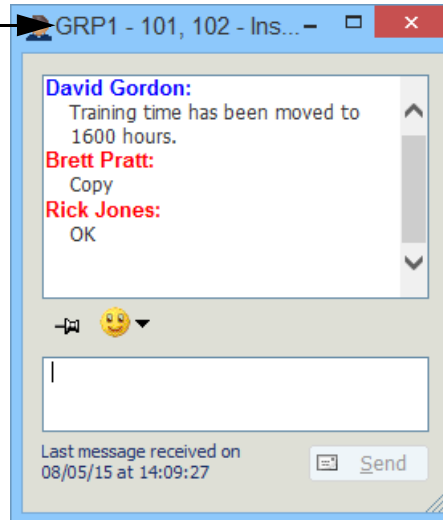
For example, if a Custom group name and Agency group name are the same, then according to the priority order, the Custom group receives the message.

Understanding temporary groups

Temporary groups are created when the IM or UIM command is used to instant message multiple recipient identifiers.

When the IM window opens, a temporary group ID is displayed in the window header for every member of the group. A temporary group ID always starts with the word **GRP**, followed by a number. The numbers ascend according to the order in which the group is created. For example, the first temporary group in a Mobile session is **GRP1**.

Temporary group ID



The group ID for each member of the group can vary, depending on what other temporary groups have been created for that user during the current session.

To instant message a temporary group from the command line instead of the IM window, enter the IM or UIM command, followed by the temporary group ID as the identifier using the following format:

```
im [group ID] {message}
```

where *group ID* is the group ID displayed in the IM window header.

The message is sent and appears in the IM window, but the cursor remains at the command line.

Temporary group IDs can be reused until the Mobile session is ended, even after the original IM window is closed, as long as the intended recipients remain the same.

If additional members need to be added to the temporary group, then send the instant message using the following format:

```
im [group ID], [recipient identifier,{recipient identifier},...] {message}
```

where *group ID* is the group ID for the original temporary group, and *recipient identifier* is any individual or group that was not in the original temporary group.

The message is sent and appears in a new IM window, but the cursor remains at the command line. A new temporary group is created, which includes the new group members and all the members of the original group. The new group ID is displayed in the IM window header.

Selecting sound notification options

The sound notification settings are located in the Mobile Options dialog box. By default, a unique sound is set for the following:

- Instant Message Sent
- Instant Message Received
- Urgent Instant Message Sent
- Urgent Instant Message Received

The ability to change sound notification options depends on the privileges set by your SAA. For more information on changing sound notifications, see the Mobile Online Help.

Understanding Alerts in CAD

The following sections describe how alerts are used in CAD:

- “Understanding Time Lapse alerts” on page 53
- “Understanding Information alerts” on page 54
- “Understanding StateLink alerts” on page 55
- “Understanding other dispatcher alerts” on page 56

Understanding Time Lapse alerts

The Undispatched Calls, Dispatched Calls, and Unit Status windows contain a **Time** column, which indicates how long the call or unit has remained at its current status.

Alerts appear in the **Time** column in red.

Call	T	P	Nature	R	S	Address	City	Zone	Stat	Time	Units
2	I	2	Accident			333 S MAIN ST	SFD	LS	ENRT	1.0Y	102
4	I	2	Accident			3100 VETERANS DR	SFD	LS	ENRT	1.0m	3716
6	f	4	Arson			115 W COLLEGE ST	SFD	FW	ENRT	38.3m	E2,E3
6	I	4	Arson			115 W COLLEGE ST	SFD	LW	ENRT	31.1m	109,110
1	I	4	Theft			1001 COLLEGE ST	SFD	LSW	ENRT	1.3m	403

Non-alerted time

Time Lapse alert

Your SAA defines how long a unit or call is expected to remain at any given status. If a call timer runs out, the Call record is moved to the top of the status window and changes the color of the text in the **Time** column to red.

The software displays time in the **Time** column using the following abbreviations:

- m: Minutes
- H: Hours
- d: Days
- y: Years

To reset a call or unit timer, use the TI command. For more information, see “Resetting the Timer for a Unit or Call” on page 260.

The timer for a call or unit resets after a radio log entry is entered to change the status of that call or unit.

NOTE

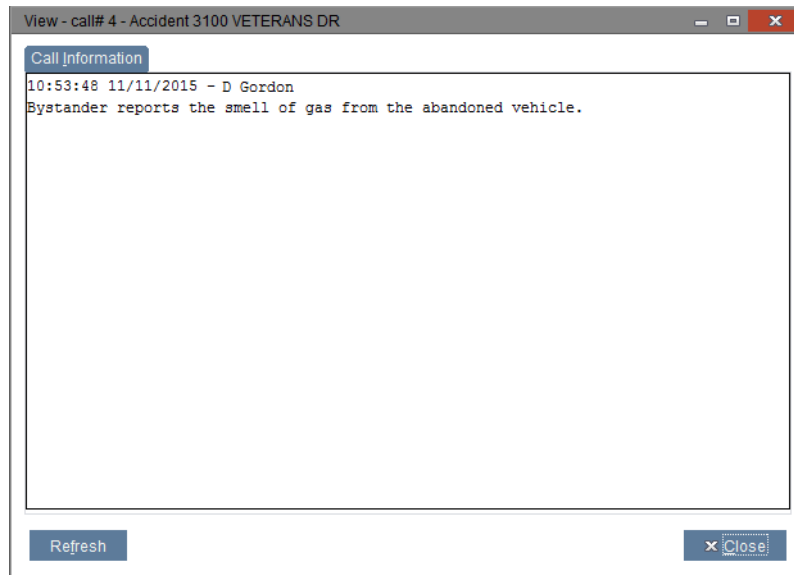
In some cases, the software resets the timer for a call or unit even if the call or unit status is not changed. For example, if an officer is assigned to a call and must be on the call for several hours, a ten-code, such as **NOTE**, can be used to reset the time. The ten-code must have an action code of 0 (status not used by CAD), so the software resets the timer and does not update the unit or call status.

Understanding Information alerts

If someone adds information to an active call, the **Status** column text is displayed in red for any user who is in CAD and has not viewed the new information. At the command line, do one of the following:

- To view new information for the first call that has unviewed comments, enter **vi**.
- To view new information for a specific call, enter **vi** followed by the call number.

The Call Information dialog box opens, and the call comments are displayed.



To close the window, click **OK** or press Enter.

NOTE

After the call comments are viewed, the text in the **Status** column is no longer displayed in red. However, adding call comments has the same effect as viewing call comments.

For example, if Dispatcher 1 adds a call, and Dispatcher 2 adds comments to that call, then an alert appears on the CAD Status screens for Dispatcher 1. If Dispatcher 1 does not view the comments, but adds other comments, then the alert no longer appears on the CAD Status screens for Dispatcher 1. However, an alert *does* appear on the CAD Status screens for Dispatcher 2, due to the new comments from Dispatcher 1.

Understanding StateLink alerts

When an officer receives a return with a StateLink alert, the officer's unit flashes in the Unit Status window, even if the officer has not opened the return in the Message Center. The unit flashes by alternating between its normal and inverted colors. Depending on the settings established by your SAA, an alert tone might also play when the alert is received.

Normal colors →	110	LSE	1.2Y	ONDT	
	104	LSW	0.6Y	ONDT	
	358	LSW	1.2Y	ONDT	
	403	LSW	1.2Y	ONDT	
	SDS	LSW	1.9m	ARRVD	Stolen Vehicle
	112	LW	1.2Y	ONDT	
Inverted colors →	110	LSE	1.2Y	ONDT	
	104	LSW	0.6Y	ONDT	
	358	LSW	1.2Y	ONDT	
	403	LSW	1.2Y	ONDT	
	SDS	LSW	1.4m	ARRVD	Stolen Vehicle
	112	LW	1.2Y	ONDT	

If a unit receives multiple StateLink alerts, then only the alert with the highest priority is displayed. Your SAA determines the priority level of the alerts.

In the **Description** column, the text of the alert is displayed, such as *Stolen Vehicle*.

The StateLink alert is dismissed when the unit status is updated.

Understanding other dispatcher alerts

Alerts are also used to warn of potential danger when a call is added. Alerts might be displayed due to previous calls, alert codes, warnings, or active wants on the Name record of a complainant or business. If your agency uses the GeoValidation module, then alert fields are displayed for the call location, such as previous calls for the location and Address alerts.

Depending on the setup established by your SAA, the search time allowed in CAD for names, alerts, and warrants linked to the complainant, business, or call location might vary. By default, there is no time limit. However, if your SAA has set a time limit, then the search is ended when the time limit is reached. If this occurs before all records are searched, then a question mark (?) is displayed next to the results in the affected field.

Complainant name alerts

If your software is set up so that the Add A New Call and Display Call Information screens include complainant information, then in the **Complainant** area, certain fields are displayed to alert the dispatcher about previous calls, active wants, and alert codes that are linked to the Name record of the complainant.

Alert field
Prev Calls, Wants,
and ADR fields

Alcohol Offense 301 ELDER ST

Add A New Call

File Edit Search Tools Help

Accept Cancel Previous

Call 7 Nature Alcohol Offense Type I Priority 4

Address 301 ELDER ST City SFD

Intersection of: MAPLE AVE & ELDER ST

Zones I : L-W : : Determ Alarm

Directions

Complainant : 7

Lst Beazley Fst Charles Mid Ray

ADR 2501 CHICKASAW DR DOB 03/29/84

City Springfield ST ND Zip 79134 SSN 444-44-4444

Tel (256)555-7676 Sex M

Alert EMBZ,MPAT,FEL,ALCO,DUSR,DOMV,RCSEA

Prev Calls : 12 Wants : 1 ADR : 0

Contact Tel ()

Address L Plate St

Info

Calls 6 Dupl 0 Names 1 w/Alerts 1 Wants 0 Prem 0 ADR 0

How Rcvd T Telephone Occurred between 16:00:02 11/11/15

Rcvd by Spillman and 16:00:02 11/11/15

Hld Until : : / / When Rptd 16:00:20 11/11/15

User: sds OVR

The following table lists the fields that display alerts in the **Complainant** area.

Field	Description
Prev Calls	Displays the number of calls the person has reported. If more than 25 previous calls exist, then 25+ is displayed. To see the previous Call records, open the Name record, and then view the involvements.
Wants	Displays the number of Wanted Persons records associated with the complainant's Name record. This number encompasses records for inactive warrants as well as active warrants. By default, if more than 25 Wanted Persons records exist for the name, then 25+ is displayed. However, your SAA is able to limit the search time for this field. For more information, see "Understanding other dispatcher alerts" on page 56 . An alert flag indicating the type of want is displayed beside the Complainant field. Examples of active wants are Arrest Warrant, Confined, Probation, and Protective Order. Open the Name record, and then view the involvements to view the Wanted Persons records.
Adr	Displays the number of Address alerts associated with the complainant's address. This field is displayed only if your agency uses the GeoValidation module. If more than 25 Address alerts exist for the address, then 25+ is displayed. Open the Name record, and then view the detail record to view the Address alerts. For more information, see the <i>RMS User Manual</i> .
Alrt	Displays the alert codes associated with the complainant's name. Alert codes are displayed as four-letter codes, such as GUNP for guns on person and BURG for burglary conviction.

Business alerts

Because business names are entered in the Names table, if a business is the complainant, then the Add a New Call and Display Call Information screens display any alerts linked to the business Name record, along with any previous calls at the location. For example, your SAA can create alert codes for businesses, such as Structurally Unsound. If the business is the complainant, then the alert information is displayed as described in ["Complainant name alerts" on page 56](#). If the business address is added as the location incident, then the alert information is displayed as described in ["Address-related alerts" on page 58](#).

Address-related alerts

If your agency uses the GeoValidation module, then the Add A New Call screen and the CAD Call Taker's screen contain a line for alert fields related to the call location.

CAD Call Taker's
screen address-related
alert fields

The screenshot shows the 'CAD Call Taker's Screen' window. It contains a 'Call' section with the following fields: Long-Term Call ID (C6003), Active Call (7), Nature (Theft), Type (I), Priority (4), Address (131 SANDUSKY WAY), City (SFD), and Springfield. Below these are alert fields: Calls (1), Dupl (0), Names (1), w/Alrts (1), Wants (0), Prem (0), and Adr (0). At the bottom, there are fields for Determinant and Alarm.

Add A New Call screen
address-related alert
fields

The screenshot shows the 'Add A New Call' screen. It contains a 'Contact' section with fields for Contact, Address, Tel, L Plate, and St. Below this is an 'Info' section with fields: Calls (6), Dupl (0), Names (1), w/Alrts (1), Wants (0), Prem (0), and Adr (0). There are also fields for How Rcvd (T Telephone), Rcvd by (Spillman), Hld Until, and Occurred between (16:00:02 11/11/15) and When Rptd (16:00:20 11/11/15).

When an address is entered in the **Address** field of the Add a New Call or CAD Call Taker's screen, your local database is searched for any prior calls at that address, any Name or Wanted Person records that list the address as the residence, any Premises records that list the address as the premises location, and any Address alert codes linked to the address. The search results are displayed in the alert fields.

The following table lists the fields that display address-related alerts.

Field	Descriptions
Calls	<p>Displays the number of previous calls for the current address.</p> <p>If more than 25 previous calls exist, then 25+ is displayed.</p> <p>To view information about previous calls, place the cursor in the field, and then press Ctrl+E. The previous calls for the current address, as well as the current call for the address, are displayed in a separate window. The calls are ordered from newest to oldest. To see the complete Call record for any call, highlight the line for that call, and then press Ctrl+E.</p>
Dupl	<p>Displays the information about possible duplicate calls whose location are within a predefined distance of the current address.</p> <p>To view this information, place the cursor in the field, and then press Ctrl+E. This feature alerts dispatchers that the incident might already have been reported and should be merged with the current call. For more information, see “Reviewing and merging duplicate calls with the GeoValidation module” on page 105.</p>
Names	<p>Displays the number of Name records linked to the address.</p> <p>By default, if more than 25 Name records exist for the address, then 25+ is displayed. However, your SAA is able to limit the search time for this field. For more information, see “Understanding other dispatcher alerts” on page 56.</p> <p>To view a list of the Name records, place the cursor in the field, and then press Ctrl+E. The Name records associated with the current address are displayed in a separate a window. To view a listed Name record, highlight the line for that record, and then press Ctrl+E.</p>
w/Alrts	<p>Displays the number of Name records linked to the address that have alerts associated with them.</p> <p>By default, if more than 25 Name records with alerts exist for the address, then 25+ is displayed. However, your SAA is able to limit the search time for this field. For more information, see “Understanding other dispatcher alerts” on page 56.</p> <p>To view a list of the Name records, place the cursor in the field, and then press Ctrl+E. The Name records associated with the current address are displayed in a separate a window. To view a listed Name record, highlight the line for that record, and then press Ctrl+E.</p>
Wants	<p>Displays the number of Wanted Persons records linked to the address.</p> <p>By default, this number encompasses records for both inactive and active warrants. However, depending on the setup determined by your SAA, only active warrants might be searched. Contact your SAA to determine the setup for your agency.</p> <p>By default, if more than 25 Wanted Persons records are linked to the address, then 25+ is displayed. However, your SAA is able to limit the search time for this field. For more information, see “Understanding other dispatcher alerts” on page 56.</p> <p>To view a list of the warrants for the address, place the cursor in the field, and then press Ctrl+E. The wanted persons might have multiple warrants, so the number of warrants that exist might be larger than the number displayed in the Wants field. To view a listed Wanted Person record, highlight the line for that record, and then press Ctrl+E.</p>

Field	Descriptions
Prem	<p>Displays the number of Premises records associated with the current address, if your agency has purchased the Premises Information module.</p> <p>If more than 25 Premises records are associated with the address, then 25+ is displayed.</p> <p>To view a list of Premises records, place the cursor in the field, and then press Ctrl+E. To view a specific record, highlight the line for that record and press Ctrl+E. For more information, see “Searching for Hazardous Materials” on page 229.</p>
Adr	<p>Displays the number of Address alerts associated with the current address.</p> <p>If more than 25 Address alerts exist for the address, then 25+ is displayed.</p> <p>To view the list of Address alerts, place the cursor in the field, and then press Ctrl+E.</p> <p>The Adr field is used only if the following conditions are met:</p> <ul style="list-style-type: none"> • Your SAA defines Address alert codes in the Geobase Address Alert Codes table (tbgbalrt). For example, your SAA defines MLAB as the code for meth lab, and FIRE as the code for potential fire hazard. • Users add Address alerts to specific addresses in the Geobase Address Maintenance table (gbaddr). <p>Address alerts cannot be added to an address that is not in your agency’s geobase, such as an address outside your jurisdiction.</p>

Taking a Quick Tour

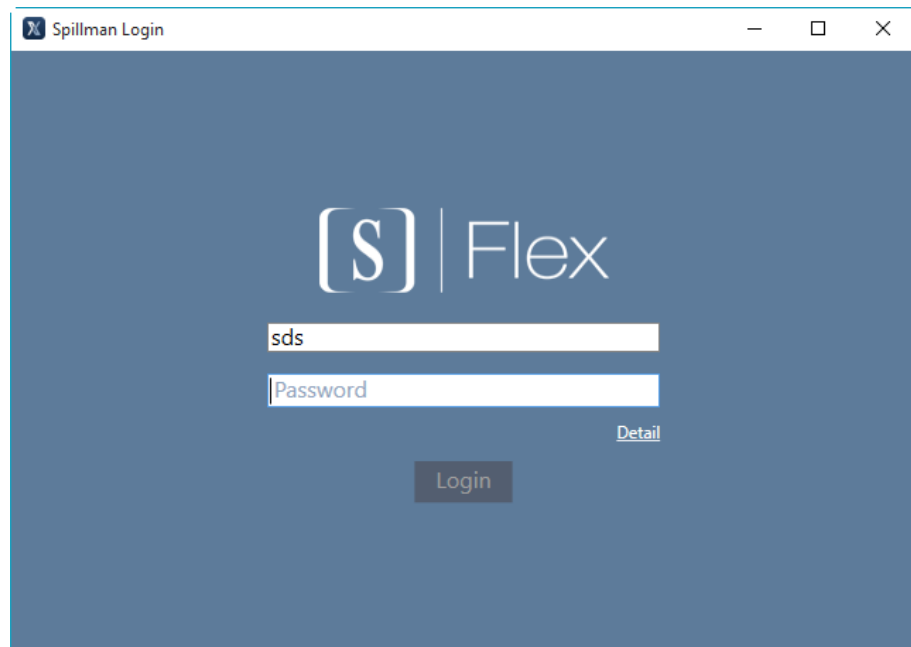
The following section uses the Practice database included with your software to provide instructions for basic call-taking functions, and reviews the information included in the previous sections of this chapter. More detailed instructions for using CAD are provided in later chapters of this manual.

Starting the software

To practice starting the software:

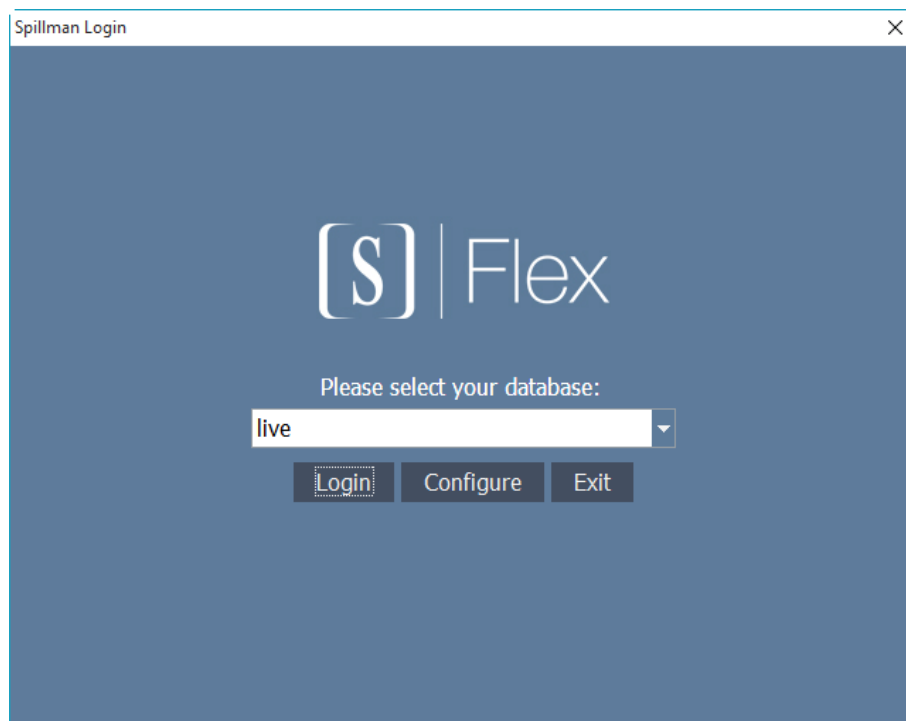
1. From the Start menu, select **All Programs**.
2. From the list of programs, select **Spillman**.

The Login screen opens.



3. Enter the username and password provided by your Spillman Application Administrator (SAA).
4. Press Enter.

The Login screen prompts to select a database.

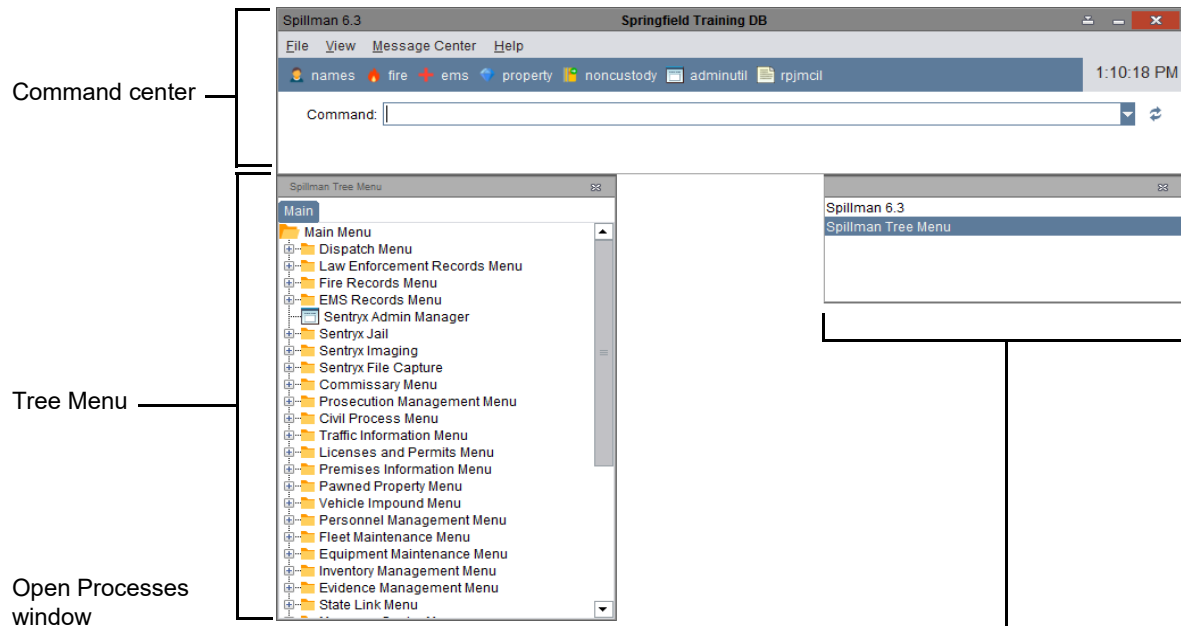


5. From the **Database** field, select the name of the database as instructed by your SAA, and then click **Login**.

NOTE

To configure the software, refer to the *RMS User Manual*.

After the software finishes loading and connects to the server, the command center, Tree Menu, Task Manager, and startup message open.



Opening CAD

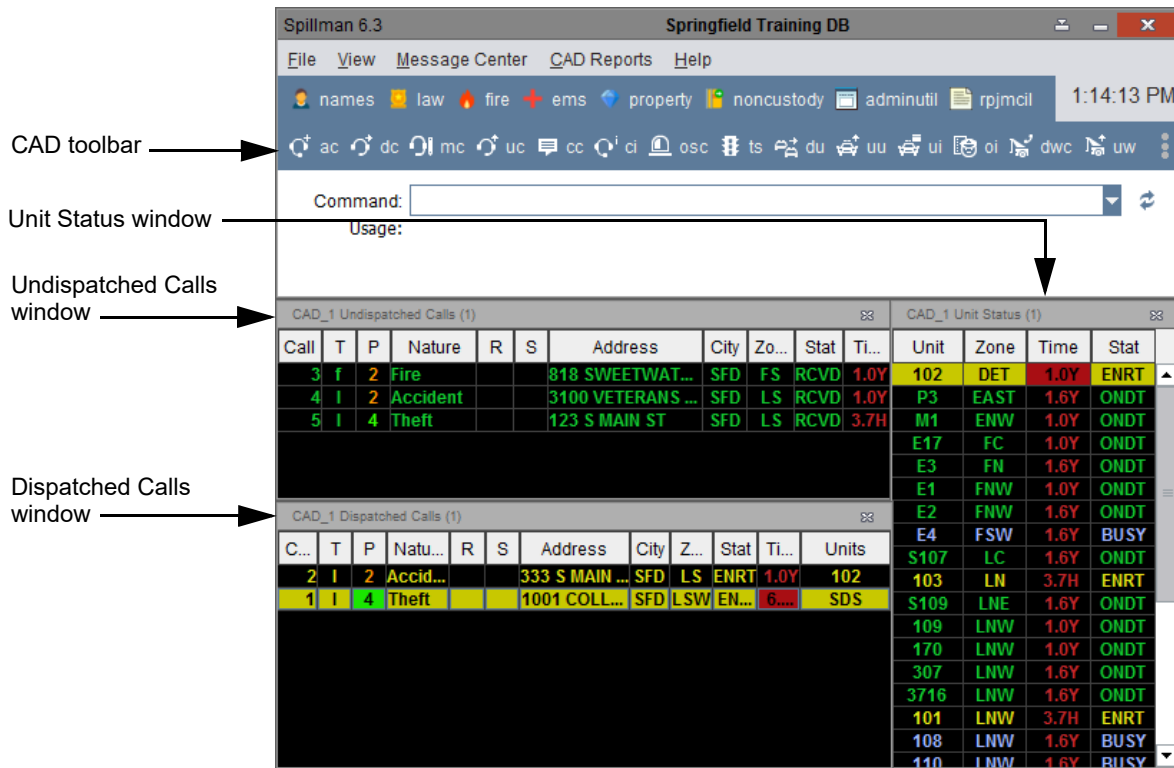
To practice opening CAD:

1. Do one of the following:
 - At the command line, enter **cad**.
 - From the Tree Menu, select **Dispatch Menu > Computer-Aided Dispatch**.

TIP

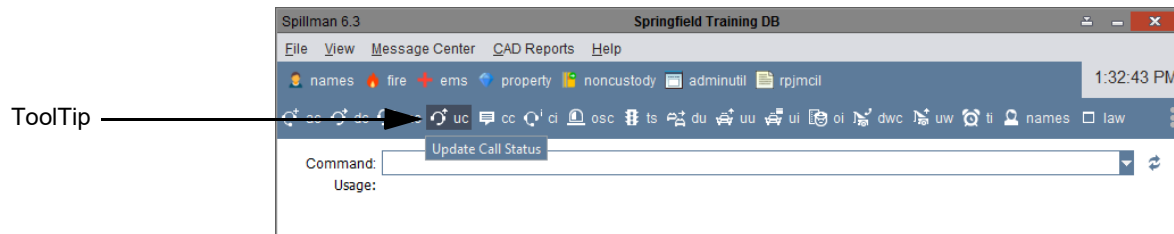
If desired, a shortcut button for CAD can be added to the CAD toolbar. For more information, see ["Managing the CAD toolbar" on page 30](#).

The CAD Status screen opens. The CAD Status screen includes the Unit Status, Undispatched Calls, and Dispatched Calls windows. The command center displays the CAD toolbar and menu options.



- To see the ToolTip for a shortcut button, from the CAD toolbar, rest the mouse pointer on a button.

A ToolTip appears, explaining the function of the button.



TIP

The CAD toolbar displays buttons that have been added for the most commonly used CAD commands, whereas the command line can be used to access any CAD command.

Adding a CAD call

To practice adding a CAD call:

1. Do one of the following:

- At the command line, enter **ac**.
- From the CAD toolbar, click the **ac** button (Add New Call).

The Add A New Call screen opens.

2. In the **Nature** field, click the Lookup button (Ctrl+E), and then select the code Arson from the Lookup list.

The appropriate values are populated in the **Type** and **Priority** fields, and the cursor rests in the **Address** field.

3. Move the cursor back to the **Type** field by doing one of the following:

- Click the **Type** field.
- Press Shift+Tab twice.

4. In the **Type** field, enter **1F** to dispatch Law and Fire units.

5. Move the cursor to the **Address** field by doing one of the following:

- Click the **Address** field.
- Press Tab twice.

6. In the **Address** field, enter **115 W College St**, and then move the cursor to the next field.

The Validate Address window opens.

Map	Used	Score	DisplayAddress	Alias	City	Zones
<input checked="" type="checkbox"/>			66 115 W COLLEGE ST		SFD	Dispatch: L-LW F-FW
<input type="checkbox"/>			49 115 E COLLEGE ST		SFD	Dispatch: L-LW F-FSW
<input type="checkbox"/>			30 109 W COLLEGE ST		SFD	Dispatch: L-LW F-FW
<input type="checkbox"/>			30 115 COLLEGE TERRACE		SFD	Dispatch: L-LW F-FW

4 Candidates

☐ Show All ☐ Map All

7. Select the first address in the window, and then click **Select**.

The software returns to the Add A New Call screen and enters the validated address information.

8. In the **Complainant** area, select the **Lst** field.
9. In the **Lst** field, enter **smith**.
10. In the **Fst** field, enter **j***.
11. Click **Accept** (Alt+A) to begin the search.

A list of search results from the Names table is displayed.

Complaina	Name (last, first middle)	Birth Date	Alert	Street Address	City, St
274	Smith, Jaqueline Ann	08/23/74	Confi	744 LAKESIDE D	Springfi
366	smith, Jason	09/03/81	Confi	201 MAIN GATE	Pierre,
431	Smith, Jeff	05/04/78	Confi	800 S COX BLVD	Pierre,
152	Smith, Jennifer Lynn	03/20/70	Conf+	300 WESTBURY L	Springfi
155	Smith, Joel Steven	06/18/69		216 S BROADWAY	Springfi
662	Smith, John	09/15/78		117 13TH ST	Pierre,
670	Smith, Johnny	08/30/80		119 12TH ST	Pierre,
150	Smith, Judith	04/05/47	Conf+	308 N INDIAN S	Taylor,

User: sds | OVR Rec 5 of 8

12. Press the Down Arrow key to highlight the record for Joel Steven Smith, and then click **Accept** or press Enter.

The name information is populated in the **Complainant** area.

13. Click **Accept** (Alt+A) to finish adding the call.

The Add A New Call screen closes, and the new Call records appear in the Undispatched Calls window: one for the Fire call type, and one for the Law call type.

Call records

Call	T	P	Nature	R	S	Address	City	Zone	Stat	Time
3	f	2	Fire			818 SWEETWATER AVE	SFD	FS	RCVD	1.0Y
4	I	2	Accident			3100 VETERANS DR	SFD	LS	RCVD	1.0Y
5	I	4	Theft			88 HIGHTOWER PL	SFD	LSE	RCVD	3.1H
1	I	4	Theft			1001 COLLEGE ST	SFD	LSW	RCVD	1.0Y
6	f	4	Arson			115 W COLLEGE ST	SFD	FW	RCVD	4.8m
6	I	4	Arson			115 W COLLEGE ST	SFD	LW	RCVD	4.8m

NOTE

A Call record is added for each call type entered in the **T** field. Each call must be assigned the appropriate type of units and dispatched separately.

Dispatching a call

To practice dispatching a call:

1. In the Undispatched Calls window, highlight the fire call that was added in [“Adding a CAD call” on page 65](#). To highlight a call, click the call.
2. From the CAD toolbar, click the **dc** button (Dispatch Unit to a New Call).

The Dispatch Unit To A New Call screen opens. In the **Call** field, the number and type of the call that is highlighted in the Undispatched Calls window is populated.

3. Press Enter.

The call information is populated in the appropriate fields, and the cursor rests in the **Unit(s)** field.

NOTE

The **Unit(s)** field allows for a maximum of six characters per unit.

4. Click the Lookup button (Ctrl+E).

A Lookup list of units opens.

5. Click **Cancel** or press Ctrl+C to close the Lookup list.

The Dispatch Unit To A New Call screen is displayed with the available call information. The cursor rests in the **Unit(s)** field.

The screenshot shows the 'Dispatch Unit To A New Call' window. The interface includes a menu bar (File, Edit, Search, Tools, Help) and a toolbar with 'Accept', 'Cancel', and 'Previous' buttons. The main form contains the following fields and values:

- Call: 6, Nature: Arson, City: SFD
- Address: 115 W COLLEGE ST
- Intersection of: W COLLEGE ST & S PINE ST
- Zone: FW, 33112 W, 17588 S, ID/Determ
- Directions: (empty field)
- Assigned Unit(s): (empty field with dropdown arrow)
- Status: ENRT, When: 15:05:39 11/11/15
- Complainant: 155 Smith, Joel Steven
- Alerts: Wants: 0, Adr: 0
- Contact: (empty field), Tel: () -
- Address: (empty field)
- Info: (empty field)
- License Plate: (empty field), State: (empty field)
- Calls: 1, Names: 1, w/Airts: 0, Wants: 0, Prem: 0, Adr: 0
- Rcvd: 14:18:39 11/11/15, Rcvd by: Spillman
- Incident: (empty field), How Rcvd: T

The status bar at the bottom indicates 'User: sds | No Response Plan Found - Press Ctrl+N for a list of units' and 'OVR'.

6. In the **Unit(s)** field, enter the code for two Fire units, and then click **Accept** (Alt+A). For example, enter **E2 , E3**.

The Call record for the dispatched call is moved from the Undispatched Calls window to the Dispatched Calls window.

7. In the Undispatched Calls window, highlight the second arson call.
8. At the command line, enter **dc**, and then press Enter.

The Dispatch Unit To A New Call screen opens. In the **Call** field, the call number and type of the second arson call is displayed.

9. Press Enter. If the Recommended Units List window opens, then click **Cancel** (Ctrl+C) to close the list.

The Dispatch Unit To A New Call screen is displayed with the available call information. The cursor rests in the **Unit(s)** field.

10. In the **Unit(s)** field, click the Lookup button (Ctrl+E), and then select a law unit.

The selected unit is populated in the **Unit(s)** field.

11. Repeat step 10 to assign a second unit.
12. Click **Accept** (Alt+A).

The Call record for the dispatched call is moved from the Undispatched Calls window to the Dispatched Calls window.

Updating a call

To practice updating a call:

1. In the Dispatched Calls window, click the Call record for one of the calls that was just dispatched.

The call is highlighted.

2. From the CAD toolbar, click the **uc** button (Update Call Status).

The Update Call Status screen opens. In the **Call #** field, the call number and type of the highlighted call is displayed.

The screenshot shows the 'Update Call Status' window. The 'Call #' field contains '6'. The 'New Status' field is empty. The 'Time' field is empty. The 'Incident Information' section has 'Incident' and 'Disposition' fields empty, and 'As Observed' field empty. The 'Unit' field is empty. The 'Agency' field is empty. The 'Clearance Code' field is empty. The status bar shows 'User: sds' and 'OVR'.

3. To confirm that the window displays the correct call, press Tab.

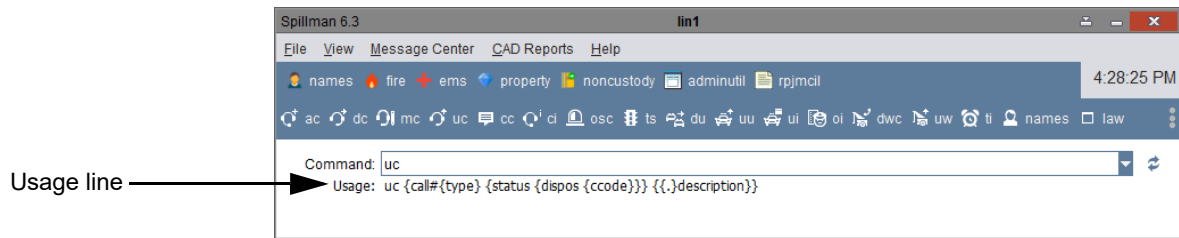
The call information is populated in the appropriate fields. In the **New Status** field, the next status is populated according to the status sequence defined by your SAA.

4. To enter a different status, enter the code for the new status, or use the Lookup button (Ctrl+E).
5. Click **Accept** (Alt+A).

The status of the call is updated in the Dispatched Calls window.

6. At the command line, enter **uc**, but do not press Enter.

At the usage line, the usage of the command is displayed.



7. Press the Spacebar, enter the call number and type for the call that was just dispatched, and then press Enter.

The Update Call Status screen opens and the appropriate fields are populated. In the **New Status** field, the next status is populated according to the status sequence defined by your SAA. Because the call number and type was specified at the command line, there is no need to confirm that the window displays the correct call.

8. If necessary, in the **New Status** field, enter **arrvd** (arrived).
9. Click **Accept** (Alt+A).

In the Dispatched Calls window and the Unit Status window, the new status for the call and unit is updated.

Completing a call

To practice completing a call:

1. In the Dispatched Calls window, highlight the call that was just updated.
2. From the CAD toolbar, click **uc**.

The Update Call Status window opens. In the **Call #** field, the call number and type of the highlighted call is displayed.

3. Press Tab, or press Enter.

The call information is populated in the appropriate fields. In the **New Status** field, the next status according to the status sequence defined by your SAA is populated.

4. If necessary, in the **New Status** field, enter **cmplt** (completed call).
5. Click **Accept** (Alt+A).

The call is completed, and the Call record is removed from the Dispatched Calls window.

6. At the command line, enter **uc**. Press the Spacebar, enter the call number and call type of the recently updated law call. Press the Spacebar again, and then enter **cmplt**. For example, enter **uc 5L cmplt**.

7. Press Enter.

The Update Call Status screen opens. In the **New Status** field, the status entered at the command line is populated.

8. Click **Accept** (Alt+A).
9. Click the **Close** button to exit the software.
10. If a confirmation prompt box opens, asking for confirmation to exit, then click **Yes** or press Enter.

Using Right-Click Menus

Most CAD screens have right-click menus that contain options to execute some commands without accessing the menu bar or the command line. To open a right-click menu, position the mouse pointer *over a field*, and then click the right mouse button. Right-clicking *outside* a field opens the Task Manager.

The commands on a right-click menu vary from screen to screen. Depending on the type of field, the mode of the screen, and your security privileges, some commands might be unavailable. For a list of commands, see [“Commands on right-click menus” on page 74](#).

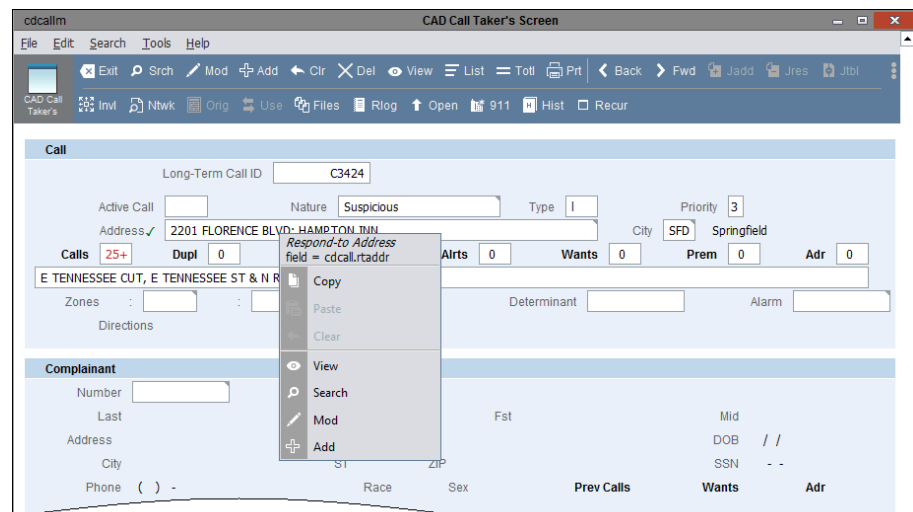
NOTE

Right-clicking a field displays a menu. If the screen is not in Add or Modify mode, then the View command is available. Select **View** to view the full contents of a partially displayed field.

To use right-click menus:

1. From a CAD screen, right-click the desired field.

A menu opens.



NOTE

In some CAD screens, such as the CAD Call Taker's Screen, the field name is displayed at the top of the right-click menu. However, in other screens, such as the CAD Status screen, no field name is displayed.

2. Select the desired command.

The menu closes and the selected command is executed.

TIP

To close the menu without selecting a command, click outside the menu.

Commands on right-click menus

The following sections list the commands that appear on a right-click menu, separated by field type and screen:

- “Commands available for editable fields” on page 74
- “Commands available for read-only fields” on page 75
- “Commands available for fields on list screens” on page 76
- “Commands available for the call status windows” on page 76
- “Commands available for Unit Status window” on page 77

Commands available for editable fields

The following commands are available for an *editable* field on a main screen, such as the Add A New Call screen.

Command	Description
Copy	<p>Copies the text in the field to the Windows clipboard. The cursor might be resting in a different field. Right-click the desired field, and then select Copy.</p> <p>Copied text can be pasted into another field, the text editor, or many other Windows applications.</p> <p>The Copy command is available in any screen mode. Use the Copy command to copy text from a record without placing the screen in Modify mode.</p>
Paste	<p>Pastes the contents of the Windows clipboard into the current field. The current field is the field in which the cursor is resting. Right-clicking a field does not place the cursor in that field.</p> <p>The Paste command is available only when the screen is in Add or Modify mode.</p>
Clear	<p>Clears the contents of the current field. The current field is the field in which the cursor is resting. Right-clicking a field does not place the cursor in that field.</p> <p>The Clear command is available only when the screen is in Add or Modify mode.</p>

Command	Description
Lookup	<p>Opens a list of valid codes for the field. This command works the same as pressing Ctrl+E.</p> <p>The Lookup command is available only if all the following are true:</p> <ul style="list-style-type: none">• The screen is in Add or Modify mode.• The cursor is resting in a coded field.• The coded field in which the cursor is resting is right-clicked.
Next	<p>Displays a list of search types, or opens a detail window, depending on the current screen mode. The Next command works the same as pressing Ctrl+N.</p> <ul style="list-style-type: none">• In Search mode, use the Next command to display a list of search types.• In Add or Modify mode, from a detail field, use the Next command to open a detail window. <p>The Next command is available only when the screen is in Search, Add, or Modify mode.</p>
View	<p>Displays the full contents of a field.</p> <p>If the screen is in Add or Modify mode, and View is selected from a comments field, then the text editor opens.</p>
Search	<p>Places the screen in Search mode and positions the cursor in the selected field.</p> <p>The Search command is <i>not</i> available when the screen is in Add or Modify mode.</p>
Mod	<p>Places the screen in Modify mode and positions the cursor in the selected field.</p> <p>The Modify command is <i>not</i> available when the screen is in Add or Modify mode.</p>
Add	<p>Places the screen in Add mode, opens a blank record, and positions the cursor in the selected field.</p> <p>The Add command is <i>not</i> available when the screen is in Add or Modify mode, and is not available on screens that require a search to be performed before a record is added.</p>

Commands available for read-only fields

The following commands are available for a *read-only* field on a main screen, such as the Main Radio Log screen.

Command	Description
Copy	<p>Copies the text in the field to the Windows clipboard. The cursor might be resting in a different field. Right-click the desired field, and then select Copy.</p> <p>Copied text can be pasted into another field, the text editor, or many other Windows applications.</p> <p>The Copy command is available in any screen mode. Use the Copy command to copy text from a record without placing the screen in Modify mode.</p>

Command	Description
View	Displays the full contents of a field. If the screen is in Add or Modify mode, and View is selected from a comments field, then the text editor opens.
Search	Places the screen in Search mode and positions the cursor in the selected field. The Search command is <i>not</i> available when the screen is in Add or Modify mode.

Commands available for fields on list screens

The following commands are available for fields on a list screen. Most commands, except the View command, are available only after a search is performed so that the list contains a search set.

Command	Description
Toggle	Marks or removes marks from the highlighted list record.
Clear All	Removes all marks from the records in the list.
Reduce	Removes all unmarked records from the list.
Mark All	Marks all records in the list.
View	Opens the complete record (for the highlighted list record) in the main screen. The View command is always available.

Commands available for the call status windows

The following commands are available for fields in the Undispatched Calls and Dispatched Calls status windows. Rest the mouse pointer on a Call record, and then right-click the record to open the menu.

Command	Description
Dispatch Call	Performs the same function as the dc button or the DC command.
Update Call	Performs the same function as the uc button or the UC command.
Modify Call	Performs the same function as the mc button or the MC command.
Call Comments	Performs the same function as the cc button or the CC command.
Call Information	Performs the same function as the ci button or the CI command.
Responsible Unit	Performs the same function as the ru button or the RU command.
Radio Log History	Performs the same function as the RL command.
New Call Status Window	Opens an additional Call Status window.

Command	Description
Cad Column Configuration	Opens the CAD column configuration screen.
Configuration	Opens the configuration screen.

Commands available for Unit Status window

The following commands are available for fields in the Unit Status window. Rest the mouse pointer on a specific unit, and then right-click the unit to open the menu.

Command	Description
Update Unit	Performs the same function as the uu button or the UU command.
Unit Information	Performs the same function as the ui button or the UI command.
Call Comments	Performs the same function as the cc button or the CC command.
Call Information	Performs the same function as the ci button or the CI command.
Radio Log History	Performs the same function as the RL command.
New Unit Status Window	Opens an additional Unit Status window.
Cad Column Configuration	Opens the CAD column configuration screen.
Configuration	Opens the configuration screen.

Using CAD Help

The following help options are available for CAD:

- **Ctrl+E.** Displays a list of all available CAD commands when the CAD Status screen is active. See [“Viewing a list of commands and screens at the command line” on page 31.](#)
- **Usage line.** Displays the correct format for entering a CAD command. See [“Using command parameters” on page 44.](#)
- **CAD help menu.** Displays a window from which a help topic can be selected. See [“Opening the CAD help menu” on page 78](#)
- **Help command.** Displays a window that describes the purpose and format of the specified CAD command. For example, at the command line, enter **he ac** to view a description of the AC command. See [“Using the Help command” on page 79.](#)

Opening the CAD help menu

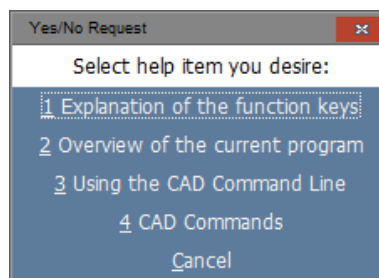
The CAD help menu contains the following information:

- Information on the function keys
- An overview of the CAD program
- Information on using the command line
- A complete list of all the available CAD commands, their descriptions, and their formats

To open CAD help:

1. Press Ctrl+W, or press the F1 function key.

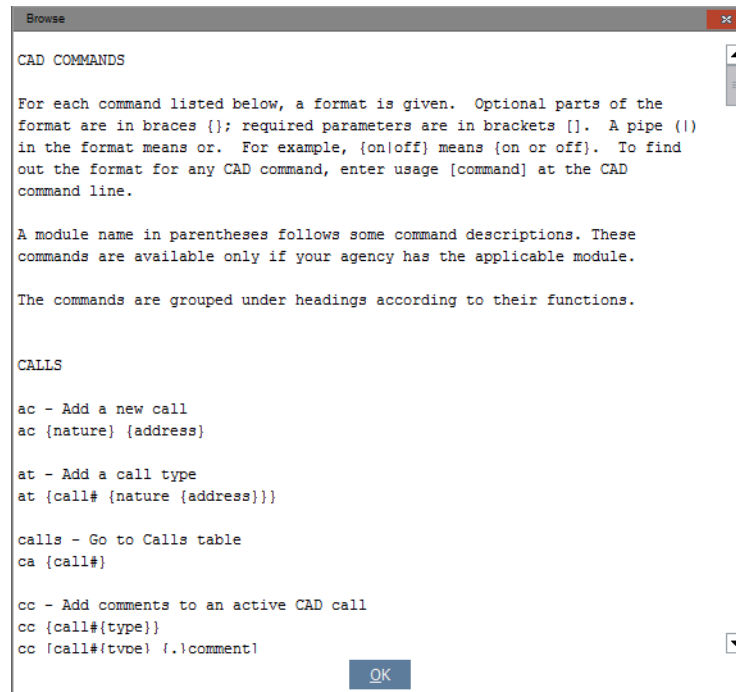
The CAD help menu opens, prompting for the desired help item.



2. Select an item by doing one of the following:
 - Click the item.

- Press the Number key for the corresponding item number. For example, press 4 to access a list of CAD commands, their descriptions, and formats.

A message window opens and the requested information is displayed.



3. Use the scroll bar to view additional text.
4. To return to the CAD Status screen, click **OK** or press Enter.

Using the Help command

Use the Help (HE) command to view instructions for a specific CAD command.

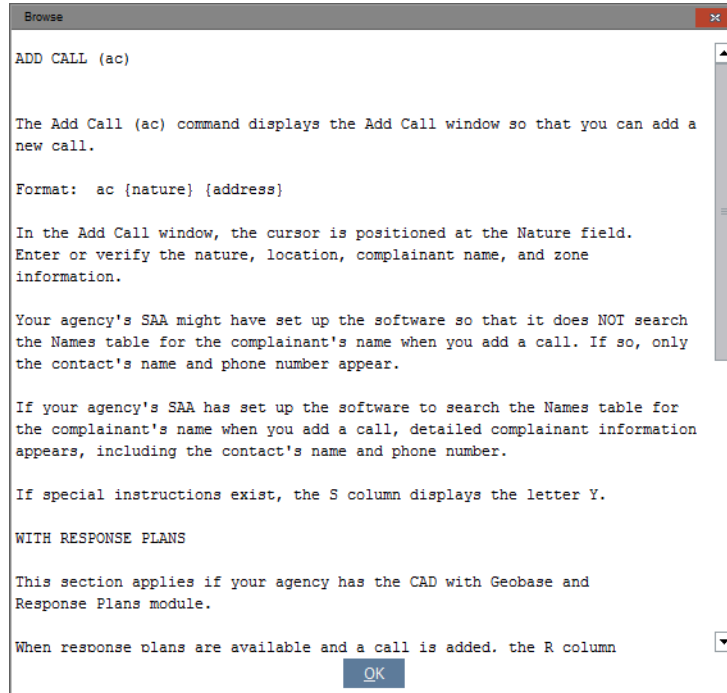
To use the Help command:

1. At the command line, enter the HE command using the following format:

he [command]

where *command* is the CAD command for which instructions are needed. For example, to view instructions for the Add Call command, enter **he ac**.

A message window opens and the requested information is displayed.



NOTE

If the HE command is entered without a command type, then the CAD help menu opens as described in ["Opening the CAD help menu" on page 78](#).

2. Use the scroll bar to view additional text.
3. To return to the CAD Status screen, click **OK** or press Enter.

Chapter 2

Adding Calls and Managing Call Records

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Overview

This chapter describes how to add calls and manage Call records. The process of adding a call can vary depending on the settings for your agency, and whether your role is as a dispatcher or a call taker.

If your agency uses the GeoValidation module, then the address of a call can be validated, common place names can be used to search for a location, and duplicate calls can be identified and merged.

Depending on the setup for your agency, if a call has multiple call types, then a unique nature and address can be used for each call type.

If a call nature has special instructions for the dispatcher, they can be viewed either before or after the call is added. Calls can be canceled before they are saved. Call information and call history can be viewed after the Call record is added.

This chapter describes the following:

- [“Adding a New Call” on page 83](#)
- [“Entering an Address with the GeoValidation Module” on page 100](#)
- [“Reviewing and merging duplicate calls with the GeoValidation module” on page 105](#)
- [“Entering Multiple Natures and Addresses While Adding a Call” on page 107](#)
- [“Adding Alarm-Type Calls” on page 110](#)
- [“Using the CAD Call Taker’s Screen” on page 125](#)
- [“Canceling Calls” on page 130](#)
- [“Using Special Instructions” on page 131](#)
- [“Putting a Call on Hold” on page 134](#)
- [“Viewing Call Information” on page 136](#)
- [“Using the Call History Screen” on page 138](#)

Adding a New Call

The Add A New Call screen and the CAD Call Taker's screen are used to add calls to CAD. In most cases, dispatchers use the Add A New Call screen, and call takers use the CAD Call Taker's screen. Your agency determines which screen should be used. For information on modifying a call after it is added, see [“Updating and Modifying Calls and Units” on page 231](#).

This section describes the following:

- [“Adding a call from the Add A New Call screen” on page 83](#)
- [“Adding a call from the CAD Call Taker's screen” on page 94](#)
- [“Using latitude and longitude coordinates in place of an address” on page 96](#)
- [“Adding a Name record while adding a call” on page 97](#)
- [“Including E9-1-1 information for a new call” on page 95](#)
- [“Saving a Call record after the call is dispatched” on page 98](#)
- [“Editing a Call record at the same time as other users” on page 99](#)

Adding a call from the Add A New Call screen

To add a call from the Add A New Call screen:

1. From the CAD toolbar, click the **ac** button, or at the command line, enter **ac** and any parameters for the command. For more information, see [“Using command parameters” on page 44](#).

NOTE

When entering a call nature composed of two or more words, enclose the nature in single or double quotation marks. For example, for a traffic accident with injuries, enter **ac "pi accident" 110 S Main**.

2 Adding Calls and Managing Call Records

Adding a New Call

The Add A New Call screen opens. Information entered in parameters is populated in the appropriate fields.

If your agency uses the GeoValidation module and an address parameter was entered, then the Validate Address window also opens. For more information, see [“Entering an Address with the GeoValidation Module”](#) on page 100.

If the address is validated, then alert fields for the call’s address are populated. For more information, see [“Address-related alerts”](#) on page 58.

2. If your agency uses the E9-1-1 interface and your SAA did not set up the interface to automatically populate E9-1-1 data, then to import E9-1-1 data, see [“Including E9-1-1 information for a new call”](#) on page 95.
3. Complete the appropriate fields. For field descriptions, see [“Add A New Call and CAD Call Taker’s screens field descriptions”](#) on page 85.

If your agency uses the default settings, then the call is displayed in the Undispatched Calls window with a status of RCVD (received) when the **Address** field is completed and the cursor is moved to another field.

4. Click **Accept** (Alt+A) to save the Call record.

Depending on the settings established by your SAA, one of the following occurs:

- If your agency uses the default settings, then the Call record is saved and the Add A New Call Screen is closed.
- If your SAA has set up CAD to prevent other dispatchers from dispatching a call while information is being entered, then a prompt box opens, asking if the call is ready to be dispatched.

If the call is ready to be dispatched, then click **Yes** to close the screen and change the status of the call to RCVD. Otherwise, click **No** to finish entering the information for the call. When finished, click **Accept** to close the screen and change the status of the call to RCVD. While the call information is being entered, the status of the call is INPUT (input).

- If your agency allows calls to be dispatched before they are saved and the call was dispatched while information was being entered, then the following message might be displayed:

Active call has already completed. Call zone incident not created.

For more information, see [“Saving a Call record after the call is dispatched” on page 98](#).

Add A New Call and CAD Call Taker’s screens field descriptions

The following describes fields on the Add A New Call screen and the CAD Call Taker’s screen. Any differences are noted.

NOTE

The fields displayed and their requirements might vary depending on the settings established by your SAA.

Long-Term Call ID

Displays the long-term call ID that the software generates for the call when it is added. After the call is closed, this number is used to reference the call. This field is in the CAD Call Taker’s screen only.

Call#

Displays the Call number that the software generates for the call when the call is added and saved. In the CAD Call Taker’s screen, this field is labeled **Active Call #**.

Nature

Enter a code for the nature of the call, or use the Lookup button (Ctrl+E). The **Type** and **Priority** fields are populated based on the value in the **Nature** field.

NOTE

If a Nature code is entered for which your SAA has attached special instructions, then a prompt box containing the following message opens:

Click OK to see special instructions.

To view the special instructions, click **OK** or press Enter. Otherwise, click **Continue** to close the prompt box without viewing the instructions. For more information, see [“Using Special Instructions” on page 131](#).

Type

Displays the call type, based on the value in the **Nature** field. Additional Call Type codes can be added, or the default code can be changed, if necessary. For more information, see [“Understanding Call Types” on page 41](#).

Some agencies have the ability to add a separate address and nature for each call type. If your agency uses this feature, then see [“Entering Multiple Natures and Addresses While Adding a Call” on page 107](#).

Priority

Displays the priority of the call, based on the value in the **Nature** field. This field can be changed, if necessary.

Address

Enter the street address where the incident occurred.

To include a qualifying or descriptive phrase in the address, enter a semicolon after the address and then include the phrase. For example, if an incident occurred behind an address, then enter **65 E 200 N; behind**.

If your agency uses the GeoValidation module, then the Validate Address window opens. Select the correct address, and then click **Select** to populate the **City** and **Zone** fields with the appropriate information. Otherwise, click **Don’t Validate** to close the window without validating the address. For more information, see [“Entering an Address with the GeoValidation Module” on page 100](#).

City

Enter the code for the city where the incident took place, or use the Lookup button (Ctrl+E). If your agency uses the GeoValidation module and the address has been validated, then this field is automatically populated.

Zones

Enter the zone for the call, or use the Lookup button (Ctrl+E). If your agency uses the GeoValidation module and the address has been validated, then this field is automatically populated based on the address of the call and the call type.

By default, when a zone is entered, the call appears on the CAD Status screen of all dispatchers assigned to cover that zone, and can be dispatched.

Your SAA can set up the software to require zone information before a Call record can be saved and the call dispatched. If the software is set up to require zone information, then a zone must be entered for each call type. For example, if a call has Law and EMS call types, then a zone must be entered in the **Zones l** and **Zones e** fields.

If zone information is not entered, then when attempting to save the Call record, a prompt box with the following message is displayed:

Zone field is required.

Click **OK** or press Enter to close the prompt box, and then complete the appropriate fields. When finished, save the Call record.

Determ

Displays the ProQA determinant for the call, if your agency uses the ProQA interface. In the CAD Call Taker's screen, this field is labeled **Determinant**.

Alarm

Enter the number of the alarm for the Alarm-type call, or use the Lookup button (Ctrl+E). The cursor moves to this field when a (alarm) is entered in the **Type** field. For more information, see [“Adding Alarm-Type Calls” on page 110](#).

Directions

Displays any special directions your agency has added for the address. This field is populated only if your agency uses the GeoValidation module and the address has been validated.

View special directions in the following screens:

- **Add A New Call.** Only the first line of information can be viewed. If the field contains an ellipsis (...), then more information is available.
- **CAD Call Taker's.** Additional information can be viewed. Press Ctrl+E, and then in the Field to View dialog box, enter the number for the **Directions** field.
- **Display Call Information.** Additional information can be viewed. In the **Directions** field, press Ctrl+E to view the full contents of the field. For more information on the Display Call Information screen, see [“Viewing Call Information” on page 136.](#)

Complainant

Enter the Name Number for the complainant's Name record. If the Name Number is entered, then information from the Name record is populated in the appropriate fields. In the CAD Call Taker's screen, this field is labeled **Number**.

If the Name Number is not known, then press the Lookup button (Ctrl+E) to open the Names screen and search for the correct record, or move the cursor to the **Lst** field to begin entering information to search for the record. If the correct record is not found, then it can be added. For more information, see [“Adding a Name record while adding a call” on page 97.](#)

If the name of the complainant is an alias, then depending on the settings established by your SAA, when the complainant name is entered, a prompt box opens and the following message is displayed:

This is an alias name. Use a real name instead?

To enter information from the person's real Name record, click **Yes** or press Enter. To use the alias name, click **No** (Alt+C).

If the message box does not open, and an alias name is used, then the Call record is created with the alias name.

Depending on your agency's settings, this area might not be completed, or might not appear on the screen.

Lst

Displays the last name of the complainant. In the CAD Call Taker's screen, this field is labeled **Last**.

Fst

Displays the first name of the complainant.

Mid

Displays the middle name of the complainant.

The unlabeled field next to the **Mid** field displays the complainant's name suffix. For example, Jr.

Adr

Displays the street address of the complainant. In the CAD Call Taker's screen, this field is labeled **Address**.

DOB

Displays the date of birth of the complainant.

Cty

Displays city of residence of the complainant. In the CAD Call Taker's screen, this field is labeled **City**.

ST

Displays the state of residence of the complainant.

Zip

Displays the ZIP code of the complainant.

SSN

Displays the Social Security number of the complainant.

Tel

Displays the telephone number of the complainant. In the CAD Call Taker's screen, this field is labeled **Phone**.

Race

Displays the race of the complainant. This field is in the CAD Call Taker's screen only.

Sex

Displays the sex of the complainant.

Prev Calls

Displays the number of calls reported by the complainant, up to 25. If more than 25 previous calls exist, then a plus sign (+) is displayed. For more information, see [“Complainant name alerts” on page 56](#).

Wants

Displays the number of Wanted Persons records associated with the Name record of the complainant, up to 25. This number includes records for inactive warrants as well as active warrants. If more than 25 associated records exist, then a plus sign (+) is displayed. For more information, see [“Complainant name alerts” on page 56](#).

Adr

Displays the number of Address alerts associated with the address for the complainant, up to 25. If more than 25 associated records exist, then a plus sign (+) is displayed. This field is populated only if your agency maintains a geobase and the complainant’s address has been validated. For more information, see [“Complainant name alerts” on page 56](#).

Alrt

Displays alert codes associated with the Name record of the complainant. For more information, see [“Complainant name alerts” on page 56](#). In the CAD Call Taker’s screen, this field is labeled **Alert**.

Contact

Enter the name of the contact, if different from the complainant. If the contact and the complainant are the same person, then leave this field blank. Contact information is not validated or added to the database.

Tel

Enter the telephone number of the contact in the (xxx)xxx-xxxx format. If the contact’s telephone number is the same as the complainant’s telephone number, then leave this field blank. In the CAD Call Taker’s screen, this field is labeled **Telephone**.

Address

Enter the address of the contact. If the contact’s address is the same as the complainant’s address, then leave this field blank. This field is not validated, the address can be entered in any format, and up to 80 characters are allowed.

If your agency uses the E9-1-1 interface and E9-1-1 information has been imported, then the E9-1-1 address is populated in this field.

L Plate

Enter the license plate number for the stopped vehicle. In the CAD Call Taker's screen, this field is labeled **License Plate**.

St

Enter the state in which the stopped vehicle is registered. In the CAD Call Taker's screen, this field is labeled **State**.

Info

Enter additional information regarding the call. Up to 80 characters can be entered directly into the field. To add limitless text, use the text editor by clicking **Editor** (Ctrl+E).

If your agency uses the E9-1-1 interface and E9-1-1 information has been populated, then the data stream from the ANI/ALI (Automatic Number Identification/Automatic Location Identification) computer is populated.

Calls

Displays the number of previous calls associated with the address for the call, up to 25. If more than 25 associated calls exist, then a plus sign (+) is displayed. This field is populated only if your agency maintains a geobase and the address is validated. For more information, see ["Address-related alerts" on page 58](#).

On the Add A New Call screen, this field is displayed below the **Info** field. In the CAD Call Taker's screen, this field is displayed below the **Address** field for the call.

Dupl

Displays the number of calls within a predefined distance of the address for the call, up to 25. This field is populated only if your agency maintains a geobase and the address is validated. For more information, see ["Address-related alerts" on page 58](#).

On the Add A New Call screen, this field is displayed below the **Info** field. In the CAD Call Taker's screen, this field is displayed below the **Address** field for the call.

Names

Displays the number of Name records associated with the address for the call, up to 25. If more than 25 associated records exist, then a plus sign (+) is displayed. This field is populated only if your agency maintains a geobase and the address is validated. For more information, see [“Address-related alerts” on page 58](#).

On the Add A New Call screen, this field is displayed below the **Info** field. In the CAD Call Taker’s screen, this field is displayed below the **Address** field for the call.

w/Alrts

Displays the number of Name records with alerts associated with the address for the call, up to 25. If more than 25 associated records exist, then a plus sign (+) is displayed. This field is populated only if your agency maintains a geobase and the address is validated. For more information, see [“Address-related alerts” on page 58](#).

On the Add A New Call screen, this field is displayed below the **Info** field. In the CAD Call Taker’s screen, this field is displayed below the **Address** field for the call.

Wants

Displays the number of Wanted Persons records associated with the address for the call, up to 25. By default, this number includes records for both inactive and active warrants. However, depending on the settings established by your SAA, only active warrants might be searched. Contact your SAA to determine the setup for your agency. If more than 25 associated records exist, then a plus sign (+) is displayed. This field is populated only if your agency maintains a geobase and the address is validated. For more information, see [“Address-related alerts” on page 58](#).

On the Add A New Call screen, this field is displayed below the **Info** field. In the CAD Call Taker’s screen, this field is displayed below the **Address** field for the call.

Prem

Displays the number of Premises records associated with the address for the call, up to 25. If more than 25 associated records exist, then a plus sign (+) is displayed. This field is populated only if your agency maintains a geobase and Premises Information modules, and the address is validated. For more information, see [“Address-related alerts” on page 58](#).

On the Add A New Call screen, this field is displayed below the **Info** field. In the CAD Call Taker's screen, this field is displayed below the **Address** field for the call.

Adr

Displays the number of Address alerts associated with the address for the call, up to 25. If more than 25 associated records exist, then a plus sign (+) is displayed. This field is populated only if your agency maintains a geobase and the address is validated. For more information, see [“Address-related alerts” on page 58](#).

On the Add A New Call screen, this field is displayed below the **Info** field. In the CAD Call Taker's screen, this field is displayed below the **Address** field for the call.

How Rcvd

Enter a code for how this incident came to the agency. If your SAA has set up this field to automatically populate the most common method for your agency, then verify that the value is correct.

If your agency uses the E9-1-1 interface and E9-1-1 information has been imported, then this field is populated based on the E9-1-1 transmission.

In the CAD Call Taker's screen, this field is labeled **How Received**.

Rcvd by

Displays the name of the person logged in to CAD and entering the call.

Occurred between

Displays the current time and date as the beginning time and date of the incident. This field can be changed, if necessary.

If your agency uses the E9-1-1 interface and E9-1-1 information has been populated, then this field is populated based on the E9-1-1 transmission.

and

Displays the current time and date as the ending time and date of the incident. This field can be changed, if necessary.

When Rptd

Displays the current time and date as the time and date the incident was reported. This field can be changed, if necessary.

2 Adding Calls and Managing Call Records

Adding a New Call

Hld Until

Enter the time at which the call should appear in the Undispatched Calls screen. For more information, see [“Putting a Call on Hold” on page 134](#). In the CAD Call Taker’s screen, this field is labeled **Hold Until**.

Adding a call from the CAD Call Taker’s screen

1. To add a call from the CAD Call Taker’s screen, do one of the following:
 - At the command line, enter **ca** or **calls**.
 - From the CAD toolbar, click the **calls** button,The CAD Call Taker’s screen opens.
2. From the main toolbar, click **Add** to begin entering call information.

The screenshot displays the 'CAD Call Taker's Screen' window. It features a menu bar (File, Edit, Search, Tools, Help) and a toolbar with icons for Exit, Search, Modify, Add, Clear, Delete, View, List, Total, Print, Back, Forward, Jadd, Jres, Jtbl, and others. The main form is divided into several sections:

- Call**: Includes fields for Long-Term Call ID, Active Call, Nature, Type, Priority, Address, City, and a row of checkboxes for Calls, Dupl, Names, w/Alrts, Wants, Prem, and Adr. Below these are Zones, Determinant, and Alarm fields.
- Complainant**: Includes fields for Number, Last, Fst, Mid, Address, City, ST, ZIP, DOB, SSN, Race, Sex, Prev Calls, Wants, and Adr.
- Contact**: Includes fields for Contact, Telephone, and Address.
- Information**: Includes fields for Info, License Plate, State, How Received, Received By, Hold Until, Occurred between, and When Reported.

The status bar at the bottom shows 'User: sds' and a search prompt 'Search for specific records'.

3. If your agency uses the E9-1-1 interface, then to add E9-1-1 information to the call, see [“Including E9-1-1 information for a new call” on page 95](#).
4. Complete the appropriate fields. For field descriptions, see [“Add A New Call and CAD Call Taker’s screens field descriptions” on page 85](#).

If your agency uses the default settings, then the call is displayed in the Undispatched Calls window with a status of RCVD (received) when the **Address** field is completed and the cursor is moved to another field.

5. Click **Accept** (Alt+A) to save the Call record.

Depending on the settings established by your SAA, one of the following occurs:

- If your agency uses the default settings, then the Call record is saved and the CAD Call Taker’s screen is closed.
- If your SAA has set up CAD to prevent other dispatchers from dispatching a call while information is being entered, then a prompt box opens, asking if the call is ready to be dispatched.

If the call is ready to be dispatched, then click **Yes** to close the screen and change the status of the call to RCVD. Otherwise, click **No** to finish entering the information for the call. When finished, click **Accept** to close the screen and change the status of the call to RCVD. While the call information is being entered, the status of the call is INPUT (input).

- If your agency allows calls to be dispatched before they are saved and the call was dispatched while information was being entered, then the following message might be displayed:

Active call has already completed. Call zone incident not created.

For more information, see [“Saving a Call record after the call is dispatched” on page 98](#).

Including E9-1-1 information for a new call

If your agency uses the E9-1-1 interface and the CAD Call Taker’s screen is being used, then from the screen toolbar, click the **911** button to add E9-1-1 information to a call.

On the Add A New Call screen, your SAA can configure the software to do one of the following when the Add A New Call screen is opened:

- The E9-1-1 information is automatically populated in the appropriate fields.
- The E9-1-1 information is *not* automatically populated in the appropriate fields. However, the information can be added.

Do the following:

- To enter E9-1-1 information when the Add A New Call screen is opened, at the command line, enter **E9**, instead of using the AC command. The Add A New Call screen opens and the information is populated in the appropriate fields.
- To enter E9-1-1 data after the Add A New Call screen is opened, from the **Address** field, press Ctrl+E. The E9-1-1 information is populated in the appropriate fields.

Using latitude and longitude coordinates in place of an address

Longitude and latitude coordinate values (x- and y-coordinates) can be used in place of a street address when adding a call. If your agency uses the CAD Mapping module and the GeoValidation module, then the software can plot the coordinate addresses for calls.

NOTE

Geobase ID numbers are not assigned to coordinate addresses. Therefore, when the Validate Address window opens, coordinate addresses can be used but not validated.

Enter x- and y-coordinates using a decimal degrees format or a time format, as shown in the following table. Longitude (x) and latitude (y) values must be entered using the same format.

To use	Enter the x- and y-coordinates using the format
Degrees	<p>X: <i>xx.yy</i> Y: <i>xx.yy</i> where <i>xx</i> represents the whole degree and <i>yy</i> represents the decimal degree. The <i>yy</i> value is not limited to two characters. For example, enter x: -87.649868 y: 34.824564 If extra spaces are added, they are removed upon pressing Enter.</p>
Time	<p>X: <i>hh:mm:ss.ss</i> Y: <i>hh:mm:ss.ss</i> where <i>hh</i> represents hours, <i>mm</i> represents minutes, and <i>ss.ss</i> represents seconds. For example, enter x: 88:24:56.71 y: 43:5:13.37 Coordinates entered using the time format are converted to the decimal degree format.</p>

Using longitude and latitude coordinates might be recommended if either of the following conditions exists:

- **Your agency uses the E9-1-1 interface.** For calls made from wireless communication devices, such as cellular phones, the E9-1-1 interface extracts longitude and latitude information, as well as uncertainty data, which indicates the level of accuracy of the data. The E9-1-1 interface imports the longitude and latitude coordinates (the location of the call) in the **Address** field of the Add A New Call or CAD Call Taker's screen when the E9-1-1 information is added to the call.

The latitude, longitude, and uncertainty information is displayed in the following format:

X: longitude Y: latitude U: uncertainty

For more information, see [“Including E9-1-1 information for a new call” on page 95.](#)

- **A CAD call with longitude and latitude coordinates is received.** For example, if a hiker with a Global Positioning System (GPS) unit finds a dead body in the mountains and writes down the x- and y-coordinates for the authorities, then when the hiker calls 9-1-1, the x- and y-coordinates can be entered in the **Address** field on the Add A New Call or CAD Call Taker's screen.

Adding a Name record while adding a call

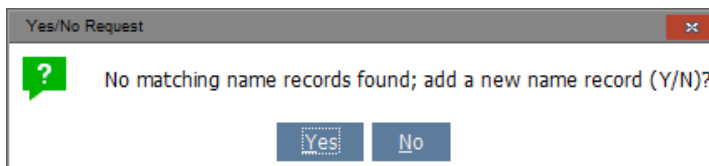
If the Name record for the complainant does not exist, then a new record can be added from the Add A New Call screen or the CAD Call Taker's screen. The following instructions use the Add A New Call screen. However, any differences between screens are noted.

To add a Name record while adding a call:

1. In the **Complainant** area, search for an existing Name record. Do one of the following:
 - In the **Complainant** field, click the Lookup button to open the Names screen and search for an existing record. If the record does not exist, then click **Add** and add the record. When finished, click **Use** to import the information to the **Complainant** area. Continue to step 3.
 - In the **Lst** and **Fst** fields, enter the name to search.

One of the following occurs:

- If matching records are found, then a list screen opens and the search results are displayed. If the desired record does not exist, then click **Cancel**. A dialog box opens. Continue to step 2.
- If no matching records are found, then a dialog box opens. Continue to step 2.



2. Do one of the following:
 - Click **Yes** or press Enter to add a new record. The **Last** field is highlighted, and any search criteria without wildcard characters remains in the **Complainant** area. The address of the call is populated in the **Address** field.
 - Click **No** to clear your search criteria and begin a new search.
 - Click **No**, and then click **Cancel** to skip the **Complainant** area. The cursor moves to the **Contact** field. Continue to step 4.
3. In the **Complainant** area, complete the appropriate fields. If necessary, the value in the **Address** field can be modified. For field descriptions, see [“Add A New Call and CAD Call Taker’s screens field descriptions” on page 85](#).
4. Complete the remaining fields on the screen as appropriate.
5. When finished, click **Accept** (Alt+A).

The Name and Call records are saved, and the call appears in the Undispatched Calls window according to your agency’s settings. For more information, see [“Adding a New Call” on page 83](#).

Saving a Call record after the call is dispatched

Depending on the settings established by your SAA, units can be dispatched to a call while information is being entered. By default, a call can be dispatched once the status is RCVD. Your SAA can also set up CAD to allow calls to be dispatched when the status is INPUT. For more information, see [“Dispatching Units to Calls” on page 178](#).

By default, an incident is not created until the Call record is saved. If a call is completed before the Call record is saved, then when the call is saved, a message box opens with the following message:

Active call has already completed. Call zone incident not created.

Although an incident was created for the call and the unit, a call zone incident was not created. For accurate reporting, an incident for the call zone can be created. To create an incident for the call zone, see [“Manually Creating Incidents” on page 276](#).

Depending on the settings established by your SAA, this message might not be displayed when a Call record is saved after the call is dispatched. If the message is not displayed, then all the required incidents have been created and no further action is required.

Editing a Call record at the same time as other users

Depending on the settings established by your SAA, CAD can allow multiple users to simultaneously modify the same Call record. Therefore, a Call record is locked only when information is being saved to the database. After changes are saved, the screens of others who are working on the record are updated.

If two users modify the same field at almost the same time, then CAD alerts the second user to the first user’s change and lets the second user decide which change to accept. For example, if Dispatcher 1 and Dispatcher 2 both modify the **Nature** field, and Dispatcher 1 moves to the next field first, then the changes made by Dispatcher 1 are saved, but the screen for Dispatcher 2 is not updated. When Dispatcher 2 moves to the next field, a prompt box opens, stating that another user made changes to the field, and asking if the changes made by the other user should be used.

If your changes are entered into a field in a Call record, and a prompt box about changes made by another user opens, then to use the changes entered by the other user, click **Yes**. Otherwise, click **No** (Alt+N) to discard the changes made by the other user and save your changes.

Entering an Address with the GeoValidation Module

The following sections describe the options available when completing the **Address** field for a call. These options are available only if your agency maintains a geobase:

- “Validating an address” on page 100
- “Understanding how address information is displayed” on page 102
- “Viewing additional information about a business” on page 102
- “Reviewing and merging duplicate calls with the GeoValidation module” on page 105

This section uses examples from the Add A New Call screen. However, the information applies to both the Add A New Call screen and the CAD Call Taker’s screen.

Validating an address

After completing the **Address** field, the Validate Address window opens, and the software attempts to find a matching address. One of the following occurs:

- “Matching address candidates are found” on page 100
- “Matching address candidates are not found” on page 101

Matching address candidates are found

If matching addresses are found, then they are displayed in the Validate Address window.

The screenshot shows the 'Validate Address' window. At the top, the 'Entered' field contains '115 W College St' and the 'Locator Used' is 'SpringfieldComposite'. Below this, the 'Standardized Address' is displayed as '115 W COLLEGE ST' with an 'Expand' link. A table of search results is shown below, with columns for Map, Used, Score, DisplayAddress, Alias, City, and Zones. Four candidates are listed, all with a score of 66. The first candidate, '66 115 W COLLEGE ST', is highlighted in blue. At the bottom, it says '4 Candidates' and there are buttons for 'Select' (with a checkmark icon) and 'Don't Validate' (with a circle and slash icon). There are also checkboxes for 'Show All' and 'Map All'.

Map	Used	Score	DisplayAddress	Alias	City	Zones
	<input checked="" type="checkbox"/>	66	115 W COLLEGE ST		SFD	Dispatch: L-LW F-FW
	<input type="checkbox"/>	49	115 E COLLEGE ST		SFD	Dispatch: L-LSW F-FSW
	<input type="checkbox"/>	30	109 W COLLEGE ST		SFD	Dispatch: L-LW F-FW
	<input type="checkbox"/>	30	115 COLLEGE TERRACE		SFD	Dispatch: L-LW F-FW

The address candidates are displayed with the highest scores in descending order. To select an address, click the row containing the correct address, and then click **Select**.

The Validate Address window closes, and the **City** and **Zone** fields are automatically populated. Below the **Address** field, the two cross streets nearest the address are displayed.

Cross streets → NELSON DR & LONDONDARY RD, WINCHESTER RD

A search is performed for additional information associated with the address. For more information, see [“Address-related alerts” on page 58](#).

If none of the matching address candidates are the desired address, then do one of the following:

- To use the address as it was entered, click **Don’t Validate**. In the call screen, complete the **City** and **Zone** fields.
- To use a different address, in the **Entered** field, enter the address, and then click **Submit**. The software attempts to validate the new address.

Matching address candidates are not found

If the software does not find a matching address, then the Validate Address window displays the following message:

No Candidates Found

Do one of the following:

- To use the address as it was entered, click **Don’t Validate**. In the call screen, complete the **City** and **Zone** fields.
- To use a different address, in the **Entered** field, enter the address, and then click **Submit**. The software attempts to validate the new address.

Understanding how address information is displayed

If your agency uses the GeoValidation module, then the **Address** field can display the common place name, location, and comments for the address, in addition to the street address.

The **Address** field can contain up to 60 characters (including spaces and semicolons), using the following format:

street address; common place name; location; comments

If the address information is longer than 60 characters, then it is shortened to fit the field according to the settings established by your SAA. The common place name, location, or both can be shortened. Comments are displayed only if there is space available in the field. If your SAA does not specify how the **Address** field should be shortened, then the street address is displayed with as much of the information as possible, up to 60 characters. For help with shortened information in the **Address** field, contact your SAA.

Using common places for addresses

If a common place is defined in an address locator, then the place name can be used instead of the exact street address. For example, if McDonald's is defined as a common place, then enter **McDonalds** in place of a street address. Depending on the setup established by your SAA, the address and common place name are displayed, separated by a semicolon, such as 771 S Court St; McDonalds.

NOTE

Apostrophes are omitted when defining common places. Therefore, do not use apostrophes when entering a common place name.

Viewing additional information about a business

If an address is verified, and the call location is a business, then additional information about the business can be viewed in the following ways:

- [“Viewing additional information with the Premises Information module” on page 103](#)
- [“Viewing additional information without the Premises Information module” on page 104](#)

Viewing additional information with the Premises Information module

If Premises records associated with the call address are found when the address is validated, then the **Prem** field displays the number of associated records.

To view a Premises record:

1. In the **Prem** field, press Ctrl+E.
A list screen opens, listing the Premises records attached to the address.
2. Highlight the record to view, and then click **Lookup** (Ctrl +E).
The record opens in the call screen.
3. To view additional information in the record, click the applicable buttons on the screen toolbar. For example, click **Prox** to view a detail window of proximate populations for the premises.
4. Click **Exit** to close the Premises record.
5. Click **Cancel** (Alt+C) to close a list screen and return to the Add A New Call screen or CAD Call Taker's screen.

Searching for hazard information

If your agency does not have an alert code defined for hazards, but the Premises Information module is used, then the Premises table (bimain) can be searched for information on hazards.

To search for information on hazards:

1. Do one of the following:
 - From the Tree Menu, select **Main menu > Premises Information Menu > Premises Information table**.
 - At the command line, enter **premises** or **prem**.
The Premises screen opens.
2. From the main toolbar, click **Srch**.
3. Enter the criteria for the business, and then click **Accept**.
Results are returned based on your search criteria.
4. Select the correct record.
A variety of information is displayed, such as hazardous areas, recommended equipment, and a description of the premises.
5. To view information on hazardous materials, from the screen toolbar, click **Haz**.

2 Adding Calls and Managing Call Records Entering an Address with the GeoValidation Module

A detail window opens, listing the hazardous materials located on the premises.

6. To close the detail window, click **Exit**.
7. When finished, click **Exit** to close the Premises screen.

Viewing additional information without the Premises Information module

If your agency does not use the Premises Information module, then the Names screen can be used to collect information about an address for a business. Warning flags can be added to records through an involvement, or alerts can be added to the record.

If the complainant is a business, and a Warning flag is attached to the Name record for the business, then the flag is displayed above the **Complainant** area on the Add A New Call screen or CAD Call Taker's screen. If more than one Warning flag exists, then a plus sign (+) is displayed next to the flag. To view all warnings, open the Name record and view the involvements.

If alerts are attached to Name record for the business, then the number of alerts is displayed in the **Alrt** field, up to 25. For more information, see [“Complainant name alerts” on page 56](#).

The screenshot shows the 'Add A New Call' window with the following details:

- Call: 6, Nature: Bad Check, Type: I, Priority: 6
- Address: 135 MAIN GATE AVE, City: PIE
- Directions: E 16TH ST & JACKSON HWY, MUFFIN ST
- Zones: EAST
- Directions: HAZMAT+ (Warning flag)
- Complainant: 291
- Complainant Details: Lst: Allen's Towing, Fst: , Mid: , Adr: 135 MAIN GATE AVE, DOB: 10/10/72, City: Pierre, ST: , SD: , Zip: 80012, SSN: 233-33-3333, Tel: (234)433-3332, Sex: M, Prev Calls: 0, Wants: 0, Adr: 0
- Alrt: GUNR
- Contact: , Tel: () - , L Plate: , St:
- Info: Calls: 2, Dupl: 1, Names: 1, w/Alrts: 0, Wants: 0, Prem: 0, Adr: 0
- How Rcvd: T Telephone, Occurred between: 16:10:59 12/10/15 and 16:10:59 12/10/15, Rcvd by: Spillman, Hld Until: / / , When Rptd: 16:11:12 12/10/15

Arrows indicate the 'Warning flag' (HAZMAT+) and the 'Alrt field' (GUNR).

Reviewing and merging duplicate calls with the GeoValidation module

If your agency maintains a geobase, then when an address is added to a call, a search is performed for any duplicate calls at or near the address. If potential duplicate calls are found, then the **Dupl** field displays the number of potential duplicate calls.

The screenshot shows the CAD Status screen for a call. The **Dupl** field is highlighted with a red box and a label "Dupl field" pointing to it. The field contains the value "1". Other fields visible include "Names" (1), "w/Airts" (0), "Wants" (0), "Prem" (0), "Adr" (0), "How Rcvd" (T), "Telephone" (Spillman), "Occurred between" (13:17:34 12/16/15), "and" (13:17:34 12/16/15), "When Rptd" (13:17:50 12/16/15), and "Hld Until" (:/ /). The user is "sds" and the screen is labeled "OVR".

To avoid dispatching extra units to the same incident, the calls must be reviewed and merged as appropriate. After the calls are merged, only the retained call is displayed in the CAD Status screen, and the other call is recorded in the radio log.

NOTE

It is recommended to merge duplicate calls only when a call is being added. If it is noticed that duplicate calls exist in the CAD Status screen and at least one call has not been dispatched, then the duplicate call should be canceled before it is dispatched. For more information, see ["Canceling a call that has not been dispatched" on page 130](#).

To review and merge duplicate calls:

- Do one of the following:
 - If the call is being added, then in the **Dupl** field, press Ctrl+E.
 - If a call is active, and it is noticed that duplicate calls exist in the CAD Status screen, then right-click the call and select **Modify Call**. The Modify an Active Call screen opens. In the **Dupl** field, press Ctrl+E.

A list of calls opens.

The screenshot shows the "sycad" window with a table of call records. The table has columns: CallID, When Reported, Typ, Nature, P, Location, and Cty. A single record is shown: CallID C6004, When Reported 13:16 12/16/15, Typ I, Nature Burglary, P 2, Location 121 DAVIS CT, and Cty SFD. Below the table are navigation buttons: Begin, Prev Page, Next Page, End, Lookup, Accept, and Cancel. The user is "sds" and the screen is labeled "OVR Rec 1 of 1".

- Look at the calls to determine whether any might be a duplicate call.

3. If a duplicate call exists, highlight the call, and then click **Lookup** (Ctrl+E).

The Call record for the selected call opens. If a call is being added, it is not accessible while the record is being viewed.

NOTE

If two or more calls are listed that have the same call number, but different call types, then it does not matter which call is selected.

For example, if a call with the nature *Car on fire* generates two active calls that have the same call number, but have an *f* type and an *e* type, then when the calls are merged, the Duplicate Calls window displays both the fire call and the EMS call. Either call can be highlighted, and the calls are merged appropriately.

4. Do one of the following:
 - If the Call record is for a duplicate call, then from the screen toolbar, click **Use**. A prompt box opens, asking to confirm if the selected call should be merged with the current call. Continue to step 5.
 - If the Call record is not for a duplicate call, then from the main toolbar, click **Exit**. In the list of duplicate calls, click **Cancel** to return to the previous screen and continue taking calls.
5. To merge the calls, click **Yes** or press Enter.
6. If a call is being added, complete any additional fields. For field definitions, see [“Add A New Call and CAD Call Taker’s screens field descriptions” on page 85](#).
7. Click **Accept** (Alt+A) to finish merging the calls.

The screen closes, and the duplicate call is removed from the CAD Status screen.

Entering Multiple Natures and Addresses While Adding a Call

Your SAA can set up CAD to allow a different nature, address, or both for each call type in a call. To find out if your agency uses this feature, contact your SAA.

Multiple natures

The ability to enter a different nature for each call type adds flexibility when using response plans or recommended units.

For example, if your agency is set up to create a Law-type call and an EMS-type call for the nature `PI Accident` (accident involving injuries), then when a call with the nature `PI Accident` is added, a main Call record is added in the Calls table, and two active calls appear in the CAD Status screens. The nature for each call type can be changed as needed, such as changing the nature for the EMS call to **Injured Person**. Depending on how your agency defines response plans or recommended units, the software might recommend a different unit for an `Injured Person` call than for a `PI Accident` call. Changing the nature of the call means that the units best suited to each call type can be selected for dispatch.

Multiple addresses

The ability to enter a different address for each call type helps ensure that units go where they are most needed.

For example, if an accident occurs at 3500 Riverside Drive, but the injured person walks to a telephone booth and makes the call at 3200 Riverside Drive, then for the EMS-type call, enter the address **3200 Riverside Drive**. For the Law-type call, enter the address **3500 Riverside Drive**.

This section describes how to add multiple natures and addresses while a call is being added. For information on how to add multiple natures and addresses to active calls, see the following:

- [“Using the MT command to modify the nature and address for a call type” on page 252](#)
- [“Modifying the nature and address for a call type in the CAD Call Taker’s screen” on page 253](#)

NOTE

Multiple natures and addresses can be added only if the call has more than one call type. For example, the call nature creates a Law-type call and an EMS-type call. If the call nature does not create multiple call types, then additional call types must be added to use this feature.

To enter multiple natures and addresses while adding a call:

1. Open the Add A New Call or CAD Call Taker's screen.
2. If your agency uses the E9-1-1 interface and the E9-1-1 information needs to be imported, then see [“Including E9-1-1 information for a new call” on page 95](#), and continue to step 5. Otherwise, continue to step 3.
3. In the **Nature** field, enter a nature for the call, or use the Lookup button (Ctrl+E).
4. In the **Address** field, enter an address for the call.

If your agency maintains a geobase, then the Validate Address window also opens. Select the correct address, and then click **Select**. Otherwise, click **Don't Validate** to continue without validating the address.

5. In the **Type** field, click **Detail**.

A prompt box opens, asking for the call type to modify: 1, f, or e.

6. Enter the call type to modify, and then click **OK** or press Enter.

The Modify A Call Type screen opens, and information about the specified call type is displayed.

7. Modify the fields as needed.
8. Click **Accept** (Alt+A).

The Modify A Call Type screen closes. The screen being used to add the call becomes active and is updated to reflect your changes. The CAD Status screens are also updated.

9. Complete the appropriate remaining fields in the screen. For field descriptions, see [“Add A New Call and CAD Call Taker's screens field descriptions” on page 85](#).

10. Click **Accept** (Alt+A).

NOTE

If a prompt box opens asking whether the call is ready to be dispatched, then see ["Adding a New Call" on page 83](#).

Depending on the settings established by your SAA, a prompt box opens, asking if the related incidents should be created.

11. Do one of the following:
 - To create an Incident record for each of the call types, click **Yes** (Alt+Y).
 - To *not* create an Incident record for each call type, click **No** (Alt+N). If **No** is clicked, then the related Incident record is created when a unit is dispatched to the call.

NOTE

If the prompt box to create an Incident record does not open, then the Incident records are created based on the setup established by your SAA, either after a unit is dispatched to the call, or after the Add A New Call screen is closed.

If CAD is set up to create Incident records only after a unit is dispatched, then the Incident record is created based on the type of unit dispatched. For example, if a call is added with a Law type and an EMS type, and a Law unit is dispatched to the call, then a Law Incident record is created. An EMS Incident record is created when an EMS unit is dispatched.

Adding Alarm-Type Calls

Alarm-type calls can be used to quickly add a call for an alarm with predetermined information. Your SAA creates a list of alarm codes connected to the alarm (a) call type for use by your agency, such as burglar alarms and fire alarms for a business or residence. Your SAA might also create alarms for frequent callers.

When the a call type is used, an alarm code is selected from the **Alarm** field, and alarm information, such as the **Nature**, **Type**, **Address**, and **Info** fields, is automatically populated based on how your SAA set up the alarm.

NOTE

Alarm-type calls can be added using either the Add A New Call screen or CAD Call Taker's screen. The examples in this section are taken from the Add A New Call screen. The process is the same.

To add an Alarm-type call:

1. Open the screen used to take the call.

The cursor rests in the **Nature** field.

2. Press Tab to move to the **Type** field, and leave the **Nature** field blank.

3. In the **Type** field, enter **a** (for alarm) and then press the Tab key.

The cursor moves to the **Alarm** field.

The screenshot shows the 'Add A New Call' window with a menu bar (File, Edit, Search, Tools, Help) and a toolbar (Accept, Cancel, Previous). The form contains several fields: Call (0), Nature (dropdown), Type (text), Priority (checkbox), INPUT, Address, City, Zones, Directions, Determin, Alarm (highlighted with a black arrow and the label 'Alarm field'), Complainant (Lst, Fst, Mid), and DOB (//). The 'Alarm' field is the focus of the instruction.

4. In the **Alarm** field, enter the code associated with the alarm, or use the Lookup button (Ctrl+E). When finished, press the Tab key to move to the next field.

NOTE

When the alarm is selected, the information for the alarm is populated in the appropriate fields. In the **Type** field, the call type is changed to the type associated with the call nature for the selected alarm. Only alarms whose natures are associated with an l, f, or e call type are added to the Undispatched Calls window. If any of the information is incorrect, then contact your SAA.

5. Add or modify the call information as needed.

NOTE

After an alarm is selected and the call information is populated, if a new alarm is selected, then the fields do not update automatically. For example, in the **Alarm** field, if 1 Burger King is selected, but 2 McDonald's is the correct alarm, then when 2 McDonald's is selected, the call information for 1 Burger King remains on the screen. The information in each field can be changed manually to match the selected alarm. However, the faster method is to click **Cancel** and add the Alarm-type call again.

6. Click **Accept** (Alt+A) to add the call.

The Call record is saved, and the call appears in the Undispatched Calls window according to your agency's settings. For more information, see [“Adding a New Call” on page 83](#).

Creating Recurring Scheduled CAD Events

Recurring scheduled CAD events are used to automatically create recurring CAD calls at specified dates and times. For example, a recurring CAD event can be created for a house check that needs to be completed every Friday evening at 19:00 hours for one month. Each Friday at the time specified, a CAD call is created for the house check. Once the month of house checks is complete, the call for the event is no longer created.

Dispatchers or command staff can modify existing events, create events from completed calls, and view all the past calls associated with a recurring event. The enhancement also includes reports to view future scheduled calls for an event, or to show the call history for an event.

In Mobile Voiceless CAD, the responsible officer can view the call, instructions, and past call activity, just like a regular CAD call. A list of scheduled events in the next 24 hours can be viewed, and the list can be filtered using existing CAD filters. For more information, see the *Mobile User Manual*.

No additional setup or privileges are required to use this feature.

This section describes how to use the CAD Scheduled Events screen to create a recurring scheduled event in CAD, and how to print a report of calls created from a scheduled event. For information on running other scheduled event reports, see [“Scheduled Event reports” on page 538](#).

Using the CAD Scheduled Events screen

The CAD Scheduled Events screen (cdevent) is used to do the following:

- Create a new recurring scheduled event. See [“Creating a recurring scheduled event” on page 113](#).
- Access the Recurrence screen. See [“Completing the Recurrence screen” on page 117](#).
- Modify existing recurring scheduled events. See [“Modifying a recurring scheduled event” on page 120](#).
- Create a call from a CAD Scheduled Events record. See [“Creating a call from a CAD Scheduled Events record” on page 122](#).
- Print a report of calls created from a scheduled event. See [“Printing the Event Detail report” on page 123](#).

Creating a recurring scheduled event

A recurring scheduled event can be created by accessing the CAD Scheduled Events screen from a completed call, or by opening the screen directly.

To create a recurring scheduled event:

1. Do one of the following:

- To open the CAD Scheduled Events screen from a completed call, open the desired Call record, and then from the screen toolbar, click the **Recur** button.

The CAD Scheduled Events screen opens and is populated with the information from the selected call.

- To open the CAD Scheduled Events screen directly, at the command line, enter **cdevent**.

The CAD Scheduled Events screen opens.

2. If the event is from a completed call, then continue to step 3. Otherwise, click **Add**.

3. Complete the appropriate fields. For field definitions, see [“Fields in the CAD Scheduled Events screen”](#) on page 114.

4. Click **Accept**.

The record is saved and the **Recurrence** button is enabled.

5. Complete the Recurrence screen. For more information, see [“Completing the Recurrence screen” on page 117](#).

6. Click **Exit** to close the CAD Scheduled Events screen.

Fields in the CAD Scheduled Events screen

The following describes the fields in the CAD Scheduled Events screen.

Event ID

Displays the Event ID Number that the software generates for the record when the event is created.

Description

Enter a description for the event. For example, House check.

Recurrence

Displays the recurrence settings for the event. This field is populated from the information entered in the Recurrence screen.

Last Call

Displays the Long-Term Call ID for the last call created by the event.

Created

Displays the date and time the event was created.

Event Active

Indicates whether the event is an active event. To make the event active, enter **Y**, or select **Y** from the drop-down list. To make the event inactive, enter **N**, or select **N** from the drop-down list. This field is required.

Next Call

Displays the date and time for the next call. This field is populated from information entered in the Recurrence screen.

Nature

Enter the code for the nature of the event, or select a value from the drop-down list.

This value is used to populate the **Nature** field of the Call record when it is created.

Types

Enter the code for the type of call the event should create. Multiple codes can be entered based on the units that need to be dispatched. For example, enter **1e** to create a call for both law and EMS units. This field is required.

This value is used to populate the **Type** field of the Call record when it is created.

Priority

Enter the priority of the event, based on the value in the **Nature** field.

This value is used to populate the **Priority** field of the Call record when it is created.

Address

Enter the street address where the event will occur. If your agency maintains a geobase, then the Address Selection window opens. Select the correct address, and then click **Accept**.

This value is used to populate the **Address** field of the Call record when it is created.

City

Enter the city where the event will occur. If your agency maintains a geobase, then this field is populated when the address is validated.

This value is used to populate the **City** field of the Call record when it is created.

Law

If the event is for a law-type call, then enter the Law zone in which the event will occur, or select a value from the drop-down list.

This value is used to populate the **Zones 1** field of the Call record when it is created.

Fire

If the event is for a fire-type call, then enter the Fire zone in which the event will occur, or select a value from the drop-down list.

This value is used to populate the **Zones f** field of the Call record when it is created.

EMS

If the event is for an EMS-type call, then enter the EMS zone in which the event will occur, or select a value from the drop-down list.

This value is used to populate the **Zones e** field of the Call record when it is created.

Complainant

Enter the Name Number of the complainant's Name record.

If the number is unknown, then press Ctrl+E to open the Names screen and search for the record. If needed, add a new record. From the open record, click **Use** to return to the CAD Scheduled Events screen. The Name Number for the record is populated in the **Complainant** field.

This value is used to populate the **Complainant** area of the Call record when it is created.

Contact

Enter the name of the contact, if the contact is different from the complainant. For example, if the complainant is a business, then enter the name of the business. If the contact is the same person as the complainant, then leave this field blank.

This value is used to populate the **Contact** field of the Call record when it is created.

Phone

Enter the contact's telephone number, including the area code. If the contact is the same person as the complainant, then leave this field blank.

This value is used to populate the **Telephone** field in the **Contact** area of the Call record when it is created.

Contact Address

Enter the contact's address, if the contact is different from the complainant. If the contact is the same person as the complainant, then leave this field blank.

This value is used to populate the **Address** field in the **Contact** area of the Call record when it is created.

How Received

Enter the code for how this event came to the agency, or select a value from the drop-down list. This field is required.

This value is used to populate the **How Recvd** field of the Call record when it is created.

Comments

Enter any additional information regarding this event. Up to 80 characters can be entered directly into the field. To add limitless text, use the text editor by clicking **Editor** (Ctrl+E). If the event is created from an existing call, then the comments from the call are populated.

This value is used to populate the **Info** field of the Call record when it is created.

Call ID

Displays the Long-Term Call IDs for all calls created from this event.

Date

Displays the date and time for all calls created from this event.

Added by

Displays the username for the user who added the CAD Scheduled Event record.

Modified By

Displays the username for the user who last edited the CAD Scheduled Event record.

Completing the Recurrence screen

The Recurrence screen must be completed to set the pattern for recurrence of the event.

Exceptions to the pattern can be added at the time the pattern is created. For example, if a weekly welfare check is scheduled for a residence, but it is known when the event is created that the check does not need to be completed on Christmas Day, then an exception can be added to cancel the event for Christmas Day only.

Exceptions to the pattern can also be added after the event is created. For more information on adding exceptions to an existing Scheduled Event record, see [“Modifying a recurring scheduled event” on page 120](#).

To complete the Recurrence screen:

1. From the CAD Scheduled Event record, from the screen toolbar, click **Recurrence**.

The Recurrence screen opens. In the **Event** field, the Event ID and description is displayed.

Recurrence - Spillman Flex

Event: 631 - House Check

Pattern: **Daily**

Frequency:

Recur every 1 day(s)

Start Date: End Date:

Exceptions:

Date	Action	Description
<input type="text"/>	<input type="text"/>	<input type="text"/>

Save Close

2. In the **Pattern** field, select the pattern for the recurrence from one of the following options:
 - **Hourly**: Sets the event to occur every number of hours specified in the frequency of the recurrence.
 - **Daily**: Sets the event to occur every number of days specified in the frequency of the recurrence.

- **Weekly:** Sets the event to occur every number of weeks on the days of the week specified in the frequency of the recurrence.
 - **Monthly by Days:** Sets the event to occur on months and dates of the month specified in the frequency of the recurrence.
 - **Monthly by Week:** Sets the event to occur on months, weeks of the month, and days of the week specified in the frequency of the recurrence.
3. In the **Frequency** area, set the frequency of the recurrence. Do the following:
- In the **Recur every** field, enter a number for the frequency of the recurrence based on the value selected in the **Pattern** field.
- For example, if the pattern is **Hourly**, then to set the event to occur every six hours, enter **6**.
- If the pattern is **Weekly**, **Monthly by Days** or **Monthly by Week**, then the **On** field appears. Use the following table as a guide to complete the field.

If the pattern is	Then in the On field	Example
Weekly	Select the days of the week for the event to occur.	To set the event to occur on Monday and Thursday every third week, in the Recur every field, enter 3 , and then select the Monday and Thursday check boxes.
Monthly by Days	Select the dates for the event to occur.	To set the event to occur every four months on the last day of the month, in the Recur every field, enter 4 , and then in the On field, select the Last Day check box.
Monthly by Week	Select the week of the month from the drop-down list, and then select the days of the week for the event to occur.	To set the event to occur every six months, on the last week of the month, on Sunday and Wednesday of that week, in the Recur every field, enter 6 . In the On field, select Last Week from the drop-down list, and then select the Sunday and Wednesday check boxes.

4. In the **Start Date** field, enter the start date and time for the event, or use the drop-down calendar. If no time is entered, then by default, the event starts at midnight on the date selected.

5. In the **End Date** field, enter the end date and time for the event, or use the drop-down calendar. If no time is entered, then by default, the event ends at midnight on the date selected.
6. To enter an exception to the pattern, in the **Exceptions** area, complete the following fields:
 - **Date:** Enter the date and time of the exception to the recurrence pattern, or use the drop-down calendar.
 - **Action:** Enter an action for the exception, or select a value from the drop-down list.
 - **Description:** Enter a description for the exception.

NOTE

To add or remove exceptions, click the **Add** or **Remove** icons located next to the appropriate row in the **Exceptions** area.

7. Click **Save** to save your changes.
8. Click the **Close** to close the Recurrence screen and return to the CAD Scheduled Events screen.

Modifying a recurring scheduled event

The details of a recurring scheduled event can be modified, such as editing the comments for the event. Exceptions or changes can also be made to the pattern for the recurrence.

To modify a recurring scheduled event:

1. From the CAD Scheduled Events screen, search for the desired record.
2. With the record open, from the main toolbar, click **Modify**.
3. Edit the desired fields. For field definitions, see [“Fields in the CAD Scheduled Events screen” on page 114](#).
4. Click **Accept** to save your changes.
5. To add or remove an exception to the recurrence pattern, from the screen toolbar, click **Recurrence**.

The Recurrence screen opens.

6. Complete the desired changes or exceptions to the pattern for the recurrence. For more information, see [“Completing the Recurrence screen” on page 117](#).
7. Click **Exit** to close the CAD Scheduled Events screen.

Viewing call information

Each time a call is created from a scheduled event, the Call ID and date are added to the **Calls Created** area in the CAD Scheduled Events screen. From the **Calls Created** area, the call record or call comments can be viewed.

To view the information for a call:

1. From the CAD Scheduled Events screen, search for the desired record.
2. With the record open, from the main toolbar, click **View**.

A dialog box opens, and the fields in the screen are numbered.

The screenshot shows the 'CAD Scheduled Events' window. A dialog box titled 'System Request' is open, displaying a list of fields with numbers next to them for identification. The fields are: Nature (2), Address (12), City (11), Complaintant (17), Contact (19), Contact Address (18), How Received (21), Comments (24), Types (1), Priority (5), Law (LS), Fire (FS), EMS, and Phone ((234)555-1212). The 'Field to view' dropdown is set to '0'. The 'Calls Created' section at the bottom shows a table with Call ID (C6007) and Date (08:55:45 01/24/17). The 'Information' section shows 'Added By: sds' and 'Modified By: sds'.

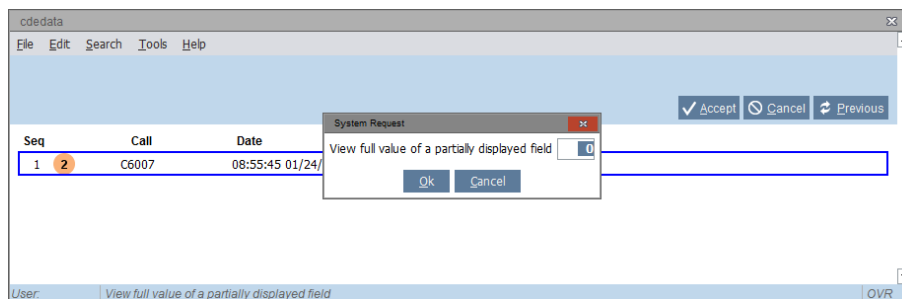
Call ID	Date
26 C6007	08:55:45 01/24/17
28	: : / /
30	: : / /

3. Enter the number for the row containing the first Call ID. For example, enter **26**.
4. Click **OK**, or press Enter.
The Calls Created detail window opens.
5. Use the Up Arrow and Down Arrow keys to highlight the desired call.
6. From the detail window toolbar, click **View**.

2 Adding Calls and Managing Call Records

Creating Recurring Scheduled CAD Events

A dialog box opens, and the fields in the selected row are numbered.



7. Enter the number of the desired field. For example, to view the call comments, enter **4**.

8. Click **OK**, or press Enter.

One of the following occurs:

- If the **Call** field was selected, then the Call record is displayed in a new CAD Scheduled Events screen.
- If the **Comments** field was selected, then the comments are displayed in a separate window.

9. Do one of the following:

- To close the Call record, click **Exit**.
- To close the call comments, click the **Close** button.

10. From the Calls Created detail window, click **Exit** to close the window and return to the CAD Scheduled Events screen.

Creating a call from a CAD Scheduled Events record

If a scheduled event exists for an address, and a call for the address needs to be added outside of the regular scheduled event, then the CAD Scheduled Events record can be used to create a call. If necessary, the next scheduled call can be canceled.

To create a call from a CAD Scheduled Events record:

1. From the CAD Scheduled Events screen, search for the desired record.
2. Click the **Create Call** button.

A prompt box opens, asking whether the next scheduled call should be canceled.

3. To cancel the next scheduled call, click **Yes**. Otherwise, click **No**.

The call is created, the **Last Call Created** field is updated, and the Call ID, time, and date appear in the **Calls Created** area. The call appears in the Undispatched Calls window. If the **Yes** button was clicked when the prompt box opened, then the next scheduled call is canceled. If the canceled call is the final call in the recurrence pattern, then the scheduled event is made inactive.

4. Dispatch the call.

A unit is dispatched to the call, and the call is moved to the Dispatched Calls window.

Printing the Event Detail report

The call history for event records can be printed in the Event Detail report.

To print the Event Detail report:

1. From the CAD Scheduled Events screen, perform a search for the desired records.

2. After performing the search, click **List**.

The list screen opens, and all records in the search set are selected.

3. Do one of the following:

- To print all records in the search set, continue to step 4.
- To print specific records, from the search set, clear the check boxes for the records that should not be printed. From toolbar, click **Reduce** to remove the cleared records from the search set. Continue to step 4.
- To print only the current record, double-click the record to open it, and then continue to step 5.

4. Close the list screen to return to the CAD Scheduled Events screen.

5. From the main toolbar, click **Print**.

The Print Mode dialog box opens.

6. In the **Input Data** area, select one of the following options:

- **Current**: Prints the current record.
- **Set**: Prints all records in the search set. If the search set was reduced in step 3, then only the records in the reduced list are printed.

7. In the **Format** area, select **cdevent.x1 - Event Detail Report**.

8. Click **OK**, or press Enter.

The Print dialog box opens.

9. Configure your printer settings, and then click **Print**.

The Event Detail report is printed.

Using the CAD Call Taker's Screen

In addition to adding calls, the CAD Call Taker's screen is used to manage existing Call records. For information on taking calls, see [“Adding a call from the CAD Call Taker's screen” on page 94](#).

Depending on your privileges, to manage a Call record, complete any of the following:

- [“Reopening a closed call” on page 125](#)
- [“Viewing the Radio Log record for a call” on page 126](#)
- [“Viewing state returns attached to a call” on page 127](#)

The CAD Call Taker's screen is also used to access the Call History screen. For more information, see [“Using the Call History Screen” on page 138](#).

Reopening a closed call

A closed call can be reopened, and the existing Call record can be modified or added back to the Undispatched Calls window.

To reopen a closed call:

1. From the CAD Call Taker's screen, do one of the following:
 - In the **Long-Term Call ID** field, enter the Long-Term Call ID for the call.
 - Search for the call based on known criteria, such as the Nature code or address.
2. Click **List** to open a list screen containing the search set.
3. Highlight the correct record, and then click **Accept**.
4. With the correct record displayed, click **Open**.

A prompt box opens, asking for the call type to modify: 1, f, or e.
5. Enter one or more of the call types used for the original call, and then click **OK**.

In the **Type** field, the values assigned to the original call are populated. In the Undispatched Calls window, a call for each specified type appears.

- Update the appropriate information. For field definitions, see [“Add A New Call and CAD Call Taker’s screens field descriptions”](#) on page 85.

NOTE

In the **Type** field, any combination of the original call types can be used. However, to add a call type that was *not* part of the original call, use the Add Type (AT) command after the call is active.

- When finished, click **Accept** (Alt+A).

In the **Info** field, the time, date, and user who reopened the call are populated. The changes to the Call record are saved to the database.

Viewing the Radio Log record for a call

The **Rlog** button is used to view the Radio Log record for a call, including all call types for the call.

To view the radio log for only a specific call type from a call, use the **Rlog** button in the Call History screen. For more information, see [“Viewing Radio Log records for a specific call and call type”](#) on page 140.

To view the Radio Log record for a call:

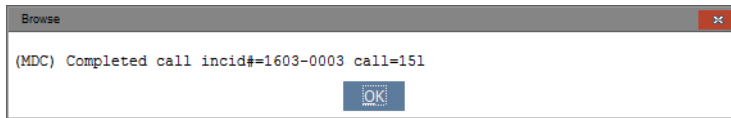
- Open the CAD Call Taker’s screen.
- From the screen toolbar, click **Rlog**.

The Radio Log record opens.

Time/Date	Typ	Unit	Code	Zone	Agnc	Description
09:17:06 03/21/16	I	SDS	CMPLT	LSW	SPD	(MDC) Completed call incid#-1603-0003 call=15I
09:17:01 03/21/16	I	SDS	ARRVD	LSW	SPD	(MDC) Arrived on scene incid#-1603-0003 call=15I
09:17:00 03/21/16	I	SDS	ENRTE	LSW	SPD	(MDC) Enroute to a call incid#-1603-0003 call=15I
09:15:19 03/21/16	I	SDS	CMPLT	LSW	SPD	incid#-1603-0003 Reassigned to call 16I, completed call ...
09:15:18 03/21/16	I	SDS	TS	LSW	SPD	108 S MANE ST, SFD; pl=, call=15I
09:15:17 03/21/16	I	SDS	ARRVD	LSW	SPD	Traffic stop call=15I

3. Use the Up Arrow and Down Arrow keys to highlight a radio log entry.
4. To view the entire contents of the Description field in a separate window, press Enter.

A window opens and the field contents are displayed.



5. Click **OK** to close the window.
6. When finished, click **Exit** to return to the CAD Call Taker's screen.

Viewing state returns attached to a call

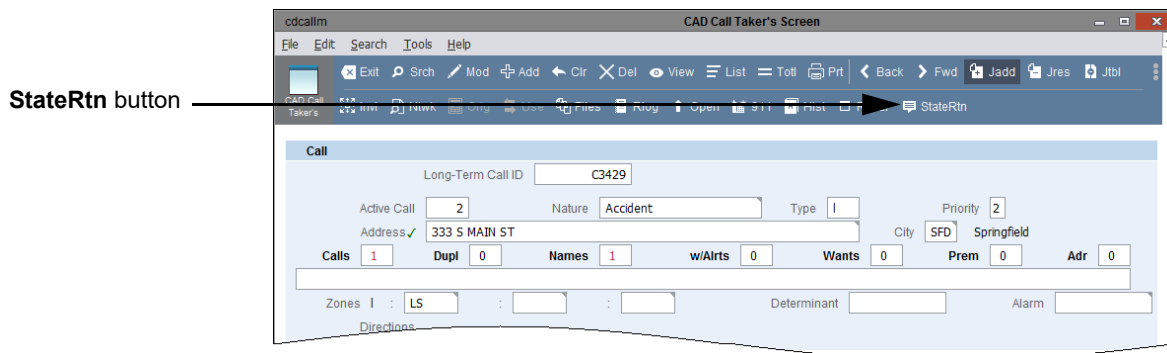
If your agency uses the StateLink module, then state returns can be added to calls. Depending on the settings established by your SAA, state returns attached to a call can be viewed from the CAD Call Taker's screen, or from the **State Returns** tab in the Call Comments window.

By default, state returns attached to a call are not separated, and the state return information is added to the call comments. The state return can be viewed in the following ways:

- From the **Info** field of the Call Information screen or the CAD Call Taker's screen.
- From the **Call Information** tab of the Call Comments window

2 Adding Calls and Managing Call Records *Using the CAD Call Taker's Screen*

If your SAA has enabled separating state returns attached to a call, and the appropriate privileges have been granted, then the **StateRtn** button is enabled in the CAD Call Taker's screen when a state return is attached to a call. For more information, see [“Using the StateRtn button” on page 128](#).



In the Call Comments window, the **State Returns** tab is enabled. For more information on the Call Comments window, see [“Understanding Call Comments” on page 242](#).

The screenshot shows the 'Call Comments call# 4 - Accident' window. It has tabs for 'Call Information' and 'State Returns'. The 'State Returns' tab is active, displaying a list of state return information. Below the list is a large text area for comments. At the bottom are buttons for 'Post & Refresh', 'Accept', and 'Cancel'.

Call#	Nature	Type	Priority
4	Accident	1	2

Location: 3100 VETERANS DR Zone: LS

Call Information **State Returns**

LIC/987BBB	LIS/NJ	LIY/04-2015
VIN/1ABC2DEF34456790	PAS-GVN-LEN/8	
VYR/2003	VMA/DOD	VMO/CAR
VSI/WAGON	VCO/RD	AXLES-PROP/2

NAM/FLUTIE, PATRICK V
OLN/F84268426852550 OLN EXP/09-30-2015 VEH CLASS/D
DOB/01-12-1960 SEX/MALE EYE/BROWN HGT/6-00 WGT/201 - 220
SSN/951-95-9515 AGE/ 54 TOTAL POINTS/002 PHOTO/DIGITAL PHOTO LICENSE
22 COTTON AVE
ATLANTIC CITY, NJ 08758-1622

ENDORSEMENTS/RESTRICTIONS: NONE

Post & Refresh Accept Cancel

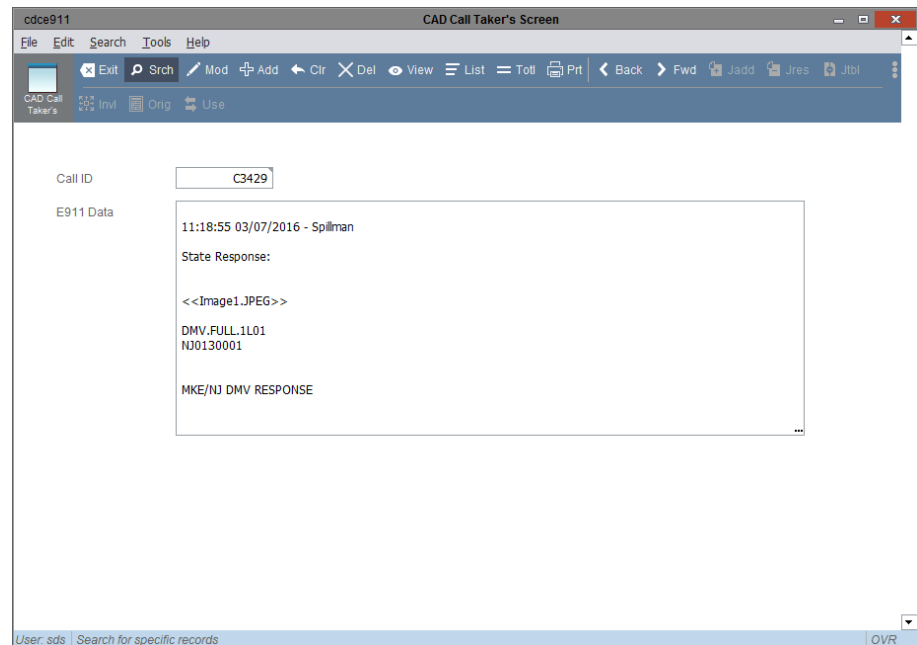
Using the StateRtn button

To use the **State Rtn** button:

1. Open the CAD Call Taker's screen and locate the desired Call record.

2. From the Call record, click the **StateRtn** button.

The state return is displayed.



3. To read the return, click the **E911 Data** area.
The return opens in the text editor.
4. Use the scroll bar to navigate through the text.
5. Click **Cancel** to close the text editor and return to the CAD Call Taker's screen.
6. Click **Cancel** to exit Modify mode.

CAUTION

Entering information in the text editor and accepting the changes will change the information attached to the call.

7. Click **Exit** to return to the Call record.
8. Click the **Close** button to close the CAD Call Taker's screen.

Canceling Calls

Calls can be canceled before they are saved or before they are dispatched.

Canceling a call that has not been saved

If the Call record has not been saved, then it can be canceled. To cancel a call before the record is saved, on the Add a New Call screen or CAD Call Taker's screen, click **Cancel**. By default, the screen closes without saving the record.

Depending on the settings established by your SAA, a prompt box might open, asking whether the call should be deleted. Do one of the following:

- To cancel the call and close the screen without saving the Call record, click **Yes**. The screen closes without saving the record.
- To cancel the call, close the screen, and save the Call record, click **No** (Alt+N). The Call record is saved and the screen closes. The Call record can be reopened and completed at a later time using the CAD Call Taker's screen. For more information, see [“Reopening a closed call” on page 125](#).

Canceling a call that has not been dispatched

If the call has been saved, but no units have been dispatched, then the call can be canceled. To cancel an undischpatched call, at the command line, enter the following:

```
unit# cmplt c=call#
```

where *unit#* is the unit number for canceling calls as determined by your agency, and *call#* is the call number and type for the call.

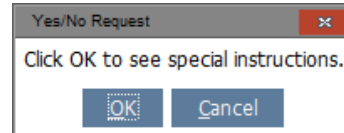
The call is canceled and removed from the Undispatched Calls window. The radio log is updated to a status of CMPLT.

Follow the policy for your agency when entering a unit number to cancel a call. If your SAA has assigned each dispatcher a special unit number to use for canceled calls, then enter your assigned number. If your SAA has created a special unit for canceling calls, such as a unit named CANCEL, then enter the name of that unit. In addition, your agency might require that call comments be added to the call, describing why the call was canceled. Contact your SAA regarding the policies for your agency.

Using Special Instructions

Your agency can define special instructions that describe how to handle certain types of calls. The instructions might include questions to ask the caller, directions to give the caller, ways to calm the caller, and so on.

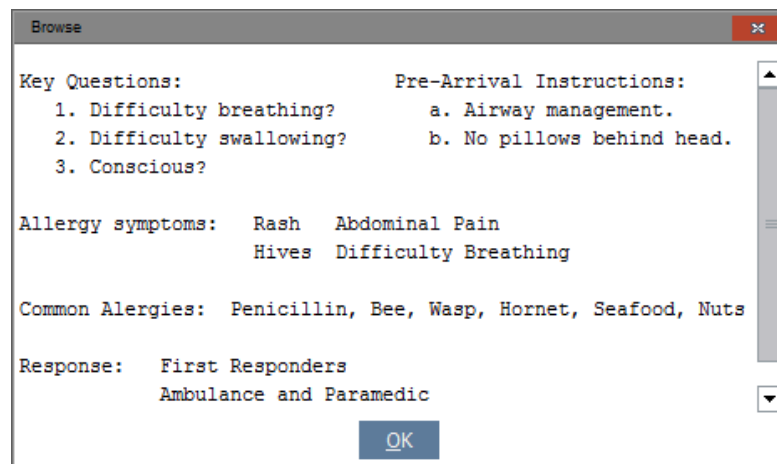
If a call nature is entered to which your SAA has attached special instructions, then the following prompt box opens.



Do one of the following:

- To close the prompt box and view the special instructions after the call is added, click **Cancel** (Ctrl+C). For more information, see [“Using the SI command” on page 132](#).
- To view the special instructions, click **OK** or press Enter.

The Special Instructions window opens.



- To continue adding the call without closing the window, return to the screen being used to add the call and complete the necessary information. The Special Instructions window can be moved to a different area of the screen and referred to as the call is being completed, if desired. When finished, click **OK** to close the window.
- To close the window and continue adding the call, click **OK**, and then return to the screen being used to add the call. The special instructions can be viewed again after the call is added.

Using the SI command

Use the Special Instructions (SI) command to view the special instructions for a call. If special instructions exist for a call, then in the **S** column of the Undispatched Calls or Dispatched Calls window, a **Y** is displayed.

Special instructions
indicator

Call	T	P	Nature	R	S	Address	City	Zone	Stat	Time
4	i	1	Heart Problem		Y	3100 VETERANS DR	SFD	LS	RCVD	1.1Y
2	e	2	Accident			333 S MAIN ST	SFD	ES	RCVD	20.5H
3	e	2	Fire			818 SWEETWATER AVE	SFD	ES	RCVD	20.6H
3	f	2	Fire			818 SWEETWATER AVE	SFD	FS	RCVD	1.1Y
1	i	4	Theft			1001 COLLEGE ST	SFD	LSW	RCVD	1.1Y

To view special instructions:

1. At the command line, enter the SI command using the following format:

```
si {call#|special_instruction_topic}
```

where *call#* is the call containing the special instructions and *special_instruction_topic* is the key word for the special instruction topic.

One of the following occurs:

- If parameters were entered, then a new window containing the special instructions opens. Continue to step 3.

Browse

Key Questions:

1. Difficulty breathing?

2. Difficulty swallowing?

3. Conscious?

Pre-Arrival Instructions:

a. Airway management.

b. No pillows behind head.

Allergy symptoms:

Rash

Abdominal Pain

Hives

Difficulty Breathing

Common Allergies:

Penicillin, Bee, Wasp, Hornet, Seafood, Nuts

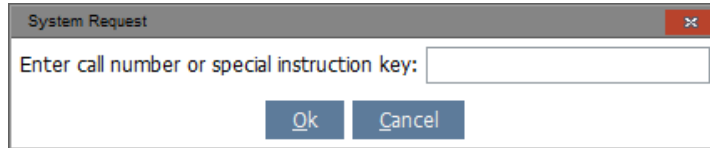
Response:

First Responders

Ambulance and Paramedic

OK

- If no parameters were entered, then the following dialog box opens. Continue to step 2.



2. Do one of the following:
 - Enter the number for the call containing the special instructions, and then click **OK** or press Enter.
 - Enter a key word for the type of instructions to view, such as **Abdominal**, and then click **OK** or press Enter. To view a list of valid key words, press Ctrl+E, and then select the appropriate key word from the list.

A new window containing the special instructions opens.

3. Follow the instructions.
4. When finished, click **OK** or press Enter.

Putting a Call on Hold

A call can be put on hold so that it is not available for dispatch until a specified time and date. At the specified time and date, the call appears in the Undispatched Calls window, and is available for dispatch. For example, a call might be put on hold until a certain dispatcher or officer comes on duty.

To put a call on hold:

1. Use the CAD Call Taker's screen or the Add A New Call screen to add a record for the call. For more information, see ["Adding a New Call" on page 83](#).
2. In the **Hold Until** field, enter the time and date on which the call should appear in the Undispatched Calls window.
3. Click **Accept** (Alt+A).

The Call record is saved, but it does not appear in the Undispatched Calls window until the time and date specified.

Accessing a list of calls on hold

From the CAD Call Taker's screen, a list of all calls on hold can be displayed.

To open the list of calls on hold:

1. Open the CAD Call Taker's screen.
2. In the **Hold Until** field, click **Type** (Ctrl+E).
A list of search types opens.
3. Select **Greater than**, and then click **Accept**.
4. In the **Hold Until** field, click the **Time** button to enter the current time and date, or enter the desired time in the *hh:mm:ss mm/dd/yy* format.
5. Click **Accept**, or press Enter.

One of the following occurs:

- The first matching record is displayed. Continue to step 7.
- If no records match your criteria, then the following message is displayed:

No matching records found

Click **OK** to close the message. If desired, return to step 2 to search again using a different date and time.

6. To open a list screen and display the list of records in the search set, click **List**. To view the full Call record for a call in the list, double-click the row containing the Call record, or highlight the row, and then press Enter.
7. When finished, click **Exit** to close the CAD Call Taker's screen.

Viewing Call Information

The Display Call Information screen is view-only and displays the information in a Call record. The fields on the Display Call Information screen are the same as the fields on the Add a New Call screen.

To view call information:

1. Do one of the following:
 - In the CAD Status screen, do one of the following:
 - Highlight a call, and then from the CAD toolbar, click **ci**.
 - Highlight a call, and then at the command line, enter **ci**.
 - Right-click a call, and then select **Call Information**.
 - In the Unit Status window, do one of the following:
 - Highlight a unit that is dispatched to a call, and then at the command line, enter **ciu**.
 - Right-click a unit that is dispatched to a call, and then select **Call Information**.
 - At the command line, do one of the following:
 - Enter **ci**, followed by the call number and type. If the call type is not included, and more than one call type exists for the call, then only one of the available types is opened.
 - Enter **ciu**, followed by the unit assigned to the call to view.

NOTE

Depending on the settings established by your SAA, dispatchers can assign multiple calls to a unit. If the CIU command is used for a unit that is assigned to multiple calls, then the call to which the unit is currently responding is displayed.

The Display Call Information screen opens and information about the selected call is displayed. If a unit was selected from the Unit status window, or if the CIU command was used, then the Call

Information for Unit screen opens. However, the fields on the screen and the information displayed are the same.

The screenshot shows the 'Display Call Information' window. At the top, there's a menu bar with 'File', 'Edit', 'Search', 'Tools', and 'Help'. Below the menu bar, there's a toolbar with 'Accept', 'Cancel', and 'Previous' buttons. The main area contains the following fields and information:

- Call: 3f
- Nature: Fire
- ID/Determ: (empty)
- Address: 818 SWEETWATER AVE
- City: SFD
- Directions: (empty)
- Complaintant: (Unused name number)
- Alerts: (empty)
- Contact: (empty)
- Address: (empty)
- Info: (empty)
- License Plate: (empty)
- State: (empty)
- Calls: 1
- Names: 1
- w/Alrts: 0
- Wants: 0
- Prem: 0
- Adr: 0
- Agency: SFD
- Assigned: 102
- Rcvd: 08:55:02 10/29/14
- Status: RCVD for 1.1Y
- Incident: F03-0362
- Rcvd by: C Hunt
- Opened: 08:54:36 10/29/14
- Zone: FS

The bottom status bar shows 'User: sds' and 'OVR'.

TIP

To select a different call without closing the Display Call Information screen, from the **Call #** field, click the Lookup button (Ctrl+E) to open the list of current calls, and then select a call from the list. Alternatively, enter the number of the call to view, and then click **Accept** (Alt+A).

- To view the contents of a field that contains additional information, from the desired field, press Ctrl+E.
A window opens, and the contents of the field are displayed.
- To exit the window and return to the Display Call Information screen, click **Continue** or press Enter.
- When finished, click **Accept** (Alt+A) or **Cancel** (Alt+C) to close the screen.

Using the Call History Screen

The Call History screen (cdhist) is opened from the CAD Call Taker's screen, and is used to do the following:

- “Viewing the Call History record” on page 138
- “Viewing Radio Log records for a specific call and call type” on page 140

The Call History screen is also used to manually create incidents. For more information, see “Manually creating an incident for an agency after a call is closed” on page 281.

Viewing the Call History record

The Call History record contains a summary of the call information for each call type in the Call record at the time the call type was closed.

To view the Call History record for a call:

1. Open the CAD Call Taker's screen.
2. Search for the desired Call record.

NOTE

The call must be completed to view the Call History record.

3. With the record displayed, from the screen toolbar, click **Hist**.

The Call History screen opens.

Type	Opened	Closed	Nature	Responding Units	P	Respond-to address	City	Zone	Agency	Dispos	Obsrtd	Ccode
1	08:55:17	10/29/14	Accident		2	3200 VETERANS DR						
	11:12:36	12/16/15	403			SFD	LSE	SPD	ACT			
e	11:05:39	12/16/15	PI Accident		1	3200 VETERANS DR						
	11:12:26	12/16/15	M5			SFD	ESE	SFEM				

4. Review the information on the screen. For field descriptions, see “Fields in the Call History screen” on page 139.

5. When finished, click **Exit** to return to the CAD Call Taker's screen.

Fields in the Call History screen

The following describes fields in the Call History screen, which are view-only.

Type

Displays the call type.

Opened

Displays the time and date on which the call was opened.

Closed

Displays the time and date on which the call was closed.

Nature

Displays the nature of the incident.

Responding Units

Displays the units that responded to the call. The responsible unit is displayed at the top of the list.

P

Displays the priority of the call.

Respond-to address

Displays the address to which the units responded.

City

Displays the city where the incident occurred.

Zone

Displays the zone where the incident occurred.

Agency

Displays the agency responsible for the call.

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Dispos

Displays the disposition of the Law incident, if the call type was 1.

Obsrvd

Displays the observed nature of the Law incident, if the call type was 1.

Code

Displays the clearance code of the Law incident, if the call type was 1.

Viewing Radio Log records for a specific call and call type

Radio Log records for a specific call and call type can be opened from the Call History screen.

To view the Radio Log records for a specific call and call type:

1. Open the CAD Call Taker's screen.
2. Search for the desired Call record.

NOTE

The call must be completed to view the call history.

3. With the record displayed, from the screen toolbar, click **Hist**.

The Call History screen opens.

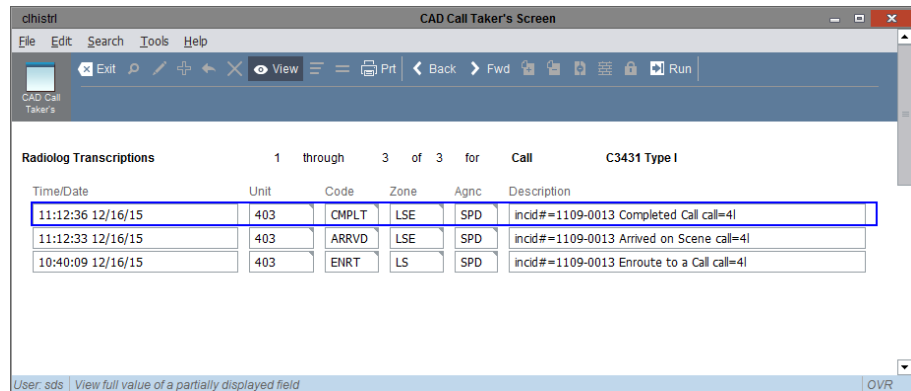
Rlog button

Type	Opened	Nature	P	Respond-to address	City	Zone	Agency	Dispos	Obsrvd	Ccode
1	08:55:17 10/29/14	Accident	2	3200 VETERANS DR						
	11:12:36 12/16/15	403			SFD	LSE	SPD	ACT		
e	11:05:39 12/16/15	PI Accident	1	3200 VETERANS DR						
	11:12:26 12/16/15	M5			SFD	ESE	SFEM			

4. Use the Up and Down Arrow keys to highlight the history for the call type with the Radio Log records to view.

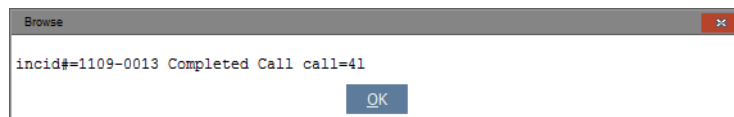
5. Click **Rlog**.

The Radio Log records for the call type are displayed. The order of the radio log entries depends on the settings established by your SAA. Radio log entries for the unit only are not listed.



6. To view an individual radio log record, highlight the record, and then click **View**.

The record opens in a separate window.



7. Click **OK** to close the window.

8. When finished, click **Exit** to return to the Call History screen.

9. Click **Exit** to return to the CAD Call Taker's screen.

Chapter 3

Adding Traffic Stops and Other On-Site Calls

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Overview

The Traffic Stop (TS) and On-site Call (OSC) commands are used to simplify the process of adding a CAD call reported by an officer. These commands can be customized by your SAA.

The TS command is used for adding traffic stops. Your SAA determines if the TS command creates a Call record.

The OSC command is used for adding on-site calls other than traffic stops, such as an abandoned vehicle or a citizen dispute. When vehicle information is entered, the settings established by your SAA determine if the vehicle query is performed before or after the call is added.

This chapter describes the following:

- [“Adding a Traffic Stop” on page 145](#)
- [“Managing a Traffic Stop Without a Call Record” on page 152](#)
- [“Using the Traffic Stop Table Screen” on page 155](#)
- [“Adding On-Site Calls” on page 159](#)
- [“Using Vehicle Query Results” on page 162](#)
- [“Tracking Racial Profiling Information” on page 166](#)

Adding a Traffic Stop

The TS command can be used to perform the following tasks:

- Make a radio log entry
- Add a record to the Traffic Stop table
- Perform a Vehicle query
- Create a Call record (if set up by your SAA)

If the TS command is not set up to create a Call record, then the Traffic Stop record is added to the Traffic Stop table without creating a call.

Add a traffic stop using one of the following methods:

- [“Adding a traffic stop from the command line” on page 145](#)
- [“Adding a traffic stop using the Traffic Stop screen” on page 147](#)
- [“Adding a Traffic Stop record to the Traffic Stop Table screen” on page 156](#)

NOTE

Adding a Traffic Stop record directly to the Traffic Stop Table screen does not create a Call record. The ability to search, add, or modify a record in the Traffic Stop Table screen depends on the privileges granted by your SAA.

Adding a traffic stop from the command line

To add a traffic stop from the command line, depending on the settings established by your SAA, enter the TS command with parameters using one of the following formats:

- License plate first:

```
TS {unit {plate{ st {year {lptype}}}}}{.{address}
.comment}}
```

- Address first:

```
TS {unit {.{address}.{plate {st {year {lptype}}}}}{
.comment}}
```

3 Adding Traffic Stops and Other On-Site Calls

Adding a Traffic Stop

where *unit* is the unit name, *address* is the address or location of the stop, *plate* is the license plate number, *st* is the state in which the vehicle is registered, *year* is the license year, *lptype* is the license plate type, and *comment* is any comment added to the record.

NOTE

If the license plate contains a space, then use quotation marks to indicate the entire phrase. For example, "801 LVD".

If your SAA has configured the TS command to create an active call, then the call appears in the Dispatched Calls window with a status of ARRVD. Update the call using either the Update Call (UC) or Update Unit (UU) command. For more information, see ["Updating Calls and Units" on page 233](#).

Call	T	P	Nature	R	S	Address	City	Zone	Stat	Time	Units
1	I	4	Theft			200 ROSE DR	SFD	LN	ENRT	2.6m	103
2	I	4	Traffic Of...			127 HILL ST	SFD	LW	ARR...	0.0m	106

Using the TS command with delimiters

Delimiters can be used with the TS command to enter traffic stop information in any order. If no delimiter is used, then the entry order of information is determined by the settings established by your SAA.

Delimiters include:

- **A/** = Address
- **P/** = Plate State Type
- **C/** = Comment

Delimiters are not case sensitive. Therefore, **A/** and **a/** perform the same function.

The following are examples of Standard versus Delimited command entry:

- Standard entry: **TS 102 ABC123 ND 2014.200 S MAIN ST.BLU FORD MSTNG**
- Delimited entry: **TSD 102 C/ABC123 ND 2014/200 S MAIN ST**

Standard entry order and delimiters can be used simultaneously. To do so, begin the entry with the standard entry method, and then enter delimiters. Once a delimiter is used in the command, all following items require a delimiter.

Adding a traffic stop using the Traffic Stop screen

To add a traffic stop using the Traffic Stop screen:

1. Do one of the following:
 - At the command line, enter **ts**.
 - Click **TS**

The Traffic Stop screen opens.

2. Complete the applicable fields. The order of the **Lic Plate** and **Address** fields depends on the settings established by your SAA. If the **Lic Plate** field is not completed, then the vehicle query is not performed. For field descriptions, see [“Fields on the Traffic Stop screen” on page 148](#).
3. Click **Accept** (Alt+A).

NOTE

To cancel the traffic stop, click **Cancel** (Alt+C). The traffic stop information is not saved and a Call record is not created.

If the **Lic Plate** field is completed, then the local database is queried for vehicles that match the search criteria. If your agency uses the StateLink module, then any external databases are also queried.

Depending on the query results, one of the following occurs:

- If no matching records are found in the local database, then the following message is displayed:
`No matching vehicles in the local database`
 - Click **OK** or press Enter to close the message.
- If matching records are found in local databases, then the returns are sent to the Mobile Message Center. In the **Local Returns** folder, view the returns.
- If matching records are found in external databases, then the returns are sent to the Mobile Message Center. In the **State Returns** folder, view the returns.

The Traffic Stop record is saved and a radio log entry is created. If your SAA has not configured the TS command to generate a Call record, then continue to step 6.

If your SAA has configured the TS command to generate a Call record, then one of the following occurs:

- The Add A New Call screen opens. The **Nature**, **Type**, and **Address** fields are populated based on information entered in the Traffic Stop screen. Continue to step 4.
- The call is added to the Dispatched Calls window with a status of ARRVD without opening the Add A New Call screen. Continue to step 6.

4. Add or modify the information in the Call record as needed.

5. Click **Accept**.

The call appears in the Dispatched Calls window, with a status of ARRVD.

6. Do one of the following:

- If a call was created, then in the Dispatched Calls window, update the status of the unit and clear the traffic stop using the Update Unit (UU) or Update Call (UC) command. See [“Updating Calls and Units” on page 233](#).
- If a call was not created, then use the Radio Log (RL) command to update the unit’s status and clear the traffic stop. See [“Managing a Traffic Stop Without a Call Record” on page 152](#).

Fields on the Traffic Stop screen

The following describes the fields on the Traffic Stop screen.

Unit

Enter the unit performing the traffic stop, or use the Lookup button (Ctrl+E).

Lic Plate

Enter the license plate number for the stopped vehicle. This field is optional. However, the vehicle query does not run if this field is not completed.

State

If the **Lic Plate** field is completed, then enter the abbreviation for the state in which the stopped vehicle is registered, or use the Lookup button (Ctrl+E).

Lic Year

Enter the year the registration expires for the stopped vehicle. The current year is populated by default.

Complete this field if your agency uses StateLink, the **Lic Plate** and **State** fields are completed, and the registration does not expire in the current year.

Lic Type

Enter the license type of the stopped vehicle. Complete this field if your agency uses StateLink, and **Lic Plate** and **State** fields are completed.

Address

Enter the location of the traffic stop.

If your agency maintains a geobase, then the Address Selection window opens. Select the correct address. For more information, see [“Entering an Address with the GeoValidation Module” on page 100](#).

The geocoding feature can be delayed until all other fields are completed, or it can be skipped completely.

To delay geocoding, enter a semicolon (;) at the beginning of the **Address** field, and then enter the address. Remove the semicolon when all other fields are completed, and then click **Accept**.

To skip geocoding, click **Accept** without removing the semicolon.

City

Enter the city where the traffic stop occurred, or use the Lookup button (Ctrl+E). If your agency maintains a geobase, then this field is automatically populated.

Comments

Enter any comments related to the traffic stop.

Using the TSA command

The Traffic Stop Address (TSA) command is used to enter the address of the traffic stop immediately following the unit number, instead of following with the license plate.

It is recommended to use the TS command rather than the TSA command. Depending on the settings established by your SAA, the TS command might already be set to enter the address of the traffic stop before the license plate, or delimiters can be used to specify the order in which information is entered. For more information, see [“Adding a traffic stop from the command line” on page 145](#) and [“Using the TS command with delimiters” on page 146](#).

When the TSA command is entered, the following message is displayed:

TSA command is redundant. Please use TS.

After the TSA command is entered and the message is displayed, the Traffic Stop Address screen opens.

The fields can be completed using the instructions in [“Adding a Traffic Stop” on page 145](#).

Using the TSD command

The Traffic Stop Delimited (TSD) command is used to add a traffic stop without performing a Vehicle record query, and to use delimiters to indicate each parameter type in the command.

It is recommended to use the TS command rather than the TSD command. The TS command can be used either with or without delimiters, and entering vehicle information is never required to complete a traffic stop. For more information, see [“Adding a traffic stop from the command line” on page 145](#) and [“Using the TS command with delimiters” on page 146](#).

When the TSD command is entered, the following message is displayed:

TSD command is redundant. Please use TS.

After the TSD command is entered and the message is displayed, the Traffic Stop Delimited screen opens.

The fields can be completed using the instructions in [“Adding a Traffic Stop” on page 145](#).

Creating an incident from a traffic stop

If the officer performing a traffic stop needs to create an incident from a completed call, then the Call record can be modified. If the traffic stop has been added as an active call, and the traffic stop escalates to an incident, then the call nature and call type can be updated.

If the call type for the record is m (miscellaneous), then the call type must be changed to one that creates an incident record, such as 1 (law). The m call type creates a Call record and displays the call in the Call Status screen, but it does not add an Incident record to your agency’s Records Management module. For more information on call types, see [“Understanding Call Types” on page 41](#).

For more information on modifying Call records, see [“Modifying Active Calls” on page 248](#).

Managing a Traffic Stop Without a Call Record

If your SAA has set up the TS command to *not* create a Call record, then the following tasks can be completed:

- “Clearing a traffic stop without a Call record” on page 152
- “Creating an active call after creating a traffic stop” on page 152

Clearing a traffic stop without a Call record

After a traffic stop is complete, the Radio Log (RL) command can be used to update the unit’s status to ONDT and record how the traffic stop was cleared. Your SAA can create a ten-code for each way that a traffic stop can be cleared, such as a verbal warning or a traffic ticket.

To clear a traffic stop and update the unit’s status:

1. At the command line, enter the following command:

```
[unit#] [status-ten-code]
```

where *status-ten-code* is the ten-code established by your SAA.

For example, if the traffic stop for unit 8 was cleared with a verbal warning, then enter **8 vw**.

2. Press Enter.

The unit’s status is updated to ONDT and the ten-code is added to the **Clearance** field on the Traffic Stop record.

NOTE

If the ten-code used is not specific to traffic stops, then the unit’s status is updated, but the ten-code is not added to the **Clearance** field in the Traffic Stop record. For information on which ten-codes apply to traffic stops, contact your SAA.

Creating an active call after creating a traffic stop

If the officer performing a traffic stop needs to create an incident and the traffic stop has not been added as an active call, then use the Traffic Call (TC) command to create a call from the traffic stop and create an Incident record.

After the TC command is entered at the command line, an active Call record is created. Any available information in the related Traffic Stop record is added to the call, and the unit that initiated the traffic stop is dispatched with a status of ARRVD.

To create an active call after creating a traffic stop:

1. At the command line, enter **tc** followed by the unit that made the traffic stop. For example, enter **tc s4**.

The Traffic Stop Call Command screen opens with the traffic stop information.

Any available information in the related Traffic Stop record is entered in the appropriate fields.

In the **Occurred Between** and **and** fields, the time and date the officer reported the traffic stop and the current time and date are populated.

In the **When Reported** field, the time and date the officer reported the traffic stop are populated.

2. Enter and modify information in the Call record as needed. The Traffic Stop Call Command screen contains the same fields as the Add A New Call screen. For more information, see [“Adding a New Call” on page 83](#).

The call type must be one that creates an Incident record, such as 1 (law). A m (miscellaneous) call type creates a Call record and displays the call on the Call Status screen, but does not add an Incident record to your agency's Records Management module.

If your agency maintains a geobase, then the address is validated. See [“Entering an Address with the GeoValidation Module” on page 100](#).

3. Click **Accept (Alt+A).**

The Call record is displayed in the Undispatched Calls window. An Incident record is created in the appropriate table, and the unit's status is updated to ARRVD.

NOTE

To cancel the creation of the Call record, click **Cancel**. The unit returns to its previous status and the Call record is not created.

4. Update the status of the call and the assigned units, using the UU or UC commands. Additional units can be added to the call if needed.

The call is updated according to your changes.

Using the Traffic Stop Table Screen

Use the Traffic Stop Table screen (`cdtrstop`) to view detailed information about each traffic stop, including location, vehicle, and officer information. A record is added to the Traffic Stop Table screen each time the TS command is used.

If your agency has configured the Traffic Stop command to create Call records, then the related Call record can be accessed.

Depending on the privileges established by your SAA, records can be searched, added, modified, or deleted in the Traffic Stop Table screen. User-defined involvements between the Traffic Stop record and other records can also be added.

To view all involvements to a Traffic Stop record, click the **Invl** button. For more information about creating involvements, see the *RMS User Manual*.

Searching the Traffic Stop Table screen

To search for a record in the Traffic Stop Table screen:

1. At the command line, enter `cdtrstop`.

The Traffic Stop Table screen opens.

2. Click **Srch**.
3. Enter the search criteria, and then click **Accept** (Alt+A). If more than one matching record is found, then click the **List** button to locate the

3 Adding Traffic Stops and Other On-Site Calls Using the Traffic Stop Table Screen

correct record. For more information on searching for records, see the *RMS User Manual*.

Adding a Traffic Stop record to the Traffic Stop Table screen

If necessary, a Traffic Stop record can be added directly to the Traffic Stop Table screen instead of using the Traffic Stop screen.

To add a Traffic Stop record in the Traffic Stop Table screen:

1. At the command line, enter **cdtrstop**.

The Traffic Stop Table screen opens.

2. Click the **Add** button.
3. Complete the appropriate fields. For field descriptions, see [“Fields on the Traffic Stop Table screen” on page 156](#).
4. Click **Accept** (Alt+A) to save the record.

Fields on the Traffic Stop Table screen

The following list describes the fields on the Traffic Stop Table screen.

Traffic Stop Number

Displays the traffic stop number assigned to the Traffic Stop record when the traffic stop is added.

Unit

Enter the unit performing the traffic stop, or use the Lookup button (Ctrl+E).

For existing Traffic Stop records, this field is populated based on the value entered in the **Unit** field of the Traffic Stop screen.

Agency

Enter the agency to which the unit belongs, or use the Lookup button (Ctrl+E).

For existing Traffic Stop records, this field is populated based on the value entered in the **Unit** field of the Traffic Stop screen.

Dispatcher

Enter the dispatcher who received the call, or use the Lookup button (Ctrl+E).

For existing Traffic Stop records, this field is populated based on the dispatcher who entered the traffic stop.

Address

Enter the location of the traffic stop.

For existing Traffic Stop records, this field is populated based on the value entered in the **Address** field of the Traffic Stop screen.

When completing this field, if your agency maintains a geobase, then the Address Selection window opens. Select the correct address. For more information, see [“Entering an Address with the GeoValidation Module” on page 100](#).

City

Enter the city where the traffic stop occurred, or use the Lookup button (Ctrl+E).

For existing Traffic Stop records, this field is populated based on the value entered in the **City** field of the Traffic Stop screen.

Zone

Enter the dispatched zone, or use the Lookup button (Ctrl+E).

For existing Traffic Stop records, this field is populated based on the value entered in the **Address** field of the Traffic Stop screen.

Occurred

Enter the time and date at which the traffic stop occurred using the *hh:mm:ss mm/dd/yy* format, or use the **Time** button to enter the current time and date.

For existing Traffic Stop records, this field is populated based on when the traffic stop was created.

Clearance

Enter the method by which the traffic stop was cleared.

For existing Traffic Stop records, this field is populated when the call created from the traffic stop is cleared.

License Plate Number

Enter the license plate number for the stopped vehicle.

For existing Traffic Stop records, this field is populated based on the value entered in the **Lic Plate** field of the Traffic Stop screen.

State

Enter the abbreviation for the state in which the stopped vehicle is registered, or use the Lookup button (Ctrl+E).

For existing Traffic Stop records, this field is populated based on the value entered in the **State** field of the Traffic Stop screen.

Related Call

Enter the record number of the related Call record.

For existing Traffic Stop records, this field is populated when the TS command is set to create a call, or when the TC command is used. To view the involvement, click **Invl**.

Comments

Enter any comments related to the traffic stop.

For existing Traffic Stop records, this field is populated based on the value entered in the **Comments** field of the Traffic Stop screen.

Adding On-Site Calls

Use the On-Site Call (OSC) command to add on-site calls other than traffic stops. On-site calls can involve multiple units and are not required to involve a vehicle. The OSC command creates an active Call record and a radio log entry is added.

If license plate information is entered, then your local database is queried for matching vehicles. If your agency uses the StateLink module, then any external databases are also queried. Your SAA can configure the OSC command to perform the vehicle query either before or after the call is added.

Using the OSC command to add a call

1. To add an on-site call, do one of the following:
 - At the command line, enter **osc**.
 - From the CAD toolbar, click **OSC**

The Onsite Call Command screen opens.

2. Complete the appropriate fields. For field definitions, see [“Fields on the Onsite Call Command screen”](#) on page 161.
3. Click **Accept** (Alt+A).

If your SAA has set up on-site calls to perform a vehicle query before the call is added and the **Lic Plate** field was completed, then depending on the query results, the following occurs:

- If no matching records are found in the local database, then the following message is displayed:
No matching vehicles in the local database
- Click **OK** or press Enter to close the message.

- If matching records are found in local databases, then the returns are sent to the Mobile Message Center. In the **Local Returns** folder, view the returns.
- If matching records are found in external databases, then the returns are sent to the Mobile Message Center. In the **State Returns** folder, view the returns.

The Call screen opens.

Accident 300 N BROADWAY ST

File Edit Search Tools Help

Accept Cancel Previous

Call 1202 Nature Accident Type 1 Priority 2

Address 300 N BROADWAY ST City SFD

Intersection of: N BROADWAY ST & MAHOGANY AVE

Zones LSE Determ Alarm

Directions

Complainant

Lst Fst Mid

Adr DOB / /

City ST Zip SSN - -

Tel () - Sex Prev Calls Wants Airt

Contact

Address L Plate AB3123 St ND

Info

Calls 1 Dupl 0 Names 2 w/Airts 0 Wants 0 Prem 0 Adr 1

How Rcvd 0 Officer Report

Rcvd by Spillman

Hld Until / /

Occurred between 14:06:39 04/19/16 and 14:06:39 04/19/16

When Rptd 14:06:49 04/19/16

User: sds OVR

4. On the Call screen, complete the appropriate fields in the Call record for the on-site call. The Call screen contains the same fields as the Add A New Call screen. For more information, see [“Adding a New Call” on page 83](#).
5. If necessary, change the value in the **How Rcvd** field. The default value is 0 (Officer Report) unless your agency has specified otherwise.
6. Click **Accept** (Alt+A).

If your SAA has set up on-site calls to perform a vehicle query after the call is added and the **Lic Plate** field was completed, then depending on the query results, the following occurs:

- If no matching records are found in the local database, then the following message is displayed:
No matching vehicles in the local database.

- Click **OK** or press Enter to close the message.
- If matching records are found in local databases, then the returns are sent to the Mobile Message Center. In the **Local Returns** folder, view the returns.
- If matching records are found in external databases, then the returns are sent to the Mobile Message Center. In the **State Returns** folder, view the returns.

The call appears in the Dispatched Calls window with a status of **ARRVD**. The unit's radio log, the officer's radio log, and the Unit Status table are updated.

Fields on the Onsite Call Command screen

The following list describes the fields on the Onsite Call Command screen.

Unit

Enter the unit or units completing the call, or use the Lookup button (Ctrl+E).

Nature

Enter the code for the nature of the call, or use the Lookup button (Ctrl+E).

Address

Enter the address where the call occurred.

If your agency maintains a geobase, then the Address Selection window opens. Select the correct address. For more information, see [“Entering an Address with the GeoValidation Module” on page 100](#).

Lic Plate

Enter the license plate number for the vehicle involved with the call, if any. This field is optional. However, if this field is not completed, then the vehicle query is not performed.

State

If the **Lic Plate** field was completed, then enter the abbreviation for the state in which the vehicle is registered, or use the Lookup button (Ctrl+E).

Using Vehicle Query Results

If license plate information is entered when the TS or OSC commands are used, then a vehicle query is performed. Query results can be used to inform the responsible officer of any involvements linked to the vehicle and increase officer safety.

Query results from local and external databases are submitted to the Mobile Message Center. Local results are also listed in the Mobile Search screen.

To view local results, open the **Local Returns** folder. To view results from external databases, open the **State Returns** folder. For more information on working with query results in Mobile, see the Mobile Online Help.

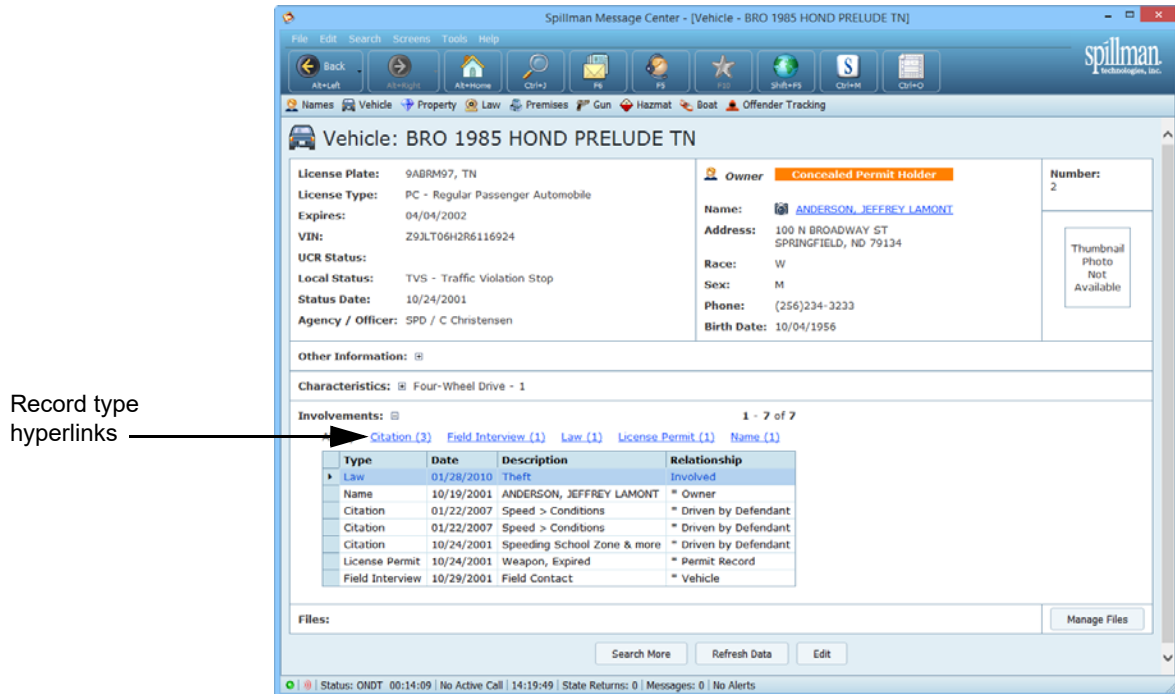
Viewing Vehicle record involvements

Vehicle involvements, such as citations, warnings, and accidents, are displayed in the Mobile Vehicle Record screen.

To view Vehicle record involvements:

1. Open the record in Mobile by doing one of the following:
 - In the Search Results screen, double-click the desired record, or use the Up and Down Arrow keys to highlight the desired record, and then press Enter.
 - In the Mobile Message Center, in the **Local Returns** folder, select the desired message. Click the message body, and then double-click the desired record, or use the Up and Down Arrow keys to highlight the record, and then press Enter.

The selected Vehicle Record screen opens.



2. In the **Involvements** area, click the plus sign (+) to display the list of involvements attached to the record.

If more involvements are attached to the record than fit on the expanded list, then click the **Next** hyperlink to display a list of the remaining involvements. Click the **Prev** hyperlink to view the previously displayed involvements.

3. If desired, to filter the involvements by type, click the record type hyperlink above the involvement list. For example, to filter involvements by Name records, click **Name**.
4. When finished, click the **Back** button (Alt+Left Arrow) to return to the Mobile Message Center.

Automatically forwarding returns

When a dispatcher runs a query, such as running a license plate for an officer, the results of that query can be automatically forwarded to the requesting officer. This applies to both StateLink and local returns.

NOTE

Local returns are sent to the unit only if the unit is actively connected to the dispatcher. If there are multiple users in the unit, then only the primary active user receives the message.

The ability to forward a StateLink return depends on the settings established by your SAA.

InSight returns are not automatically forwarded.

Returns are automatically forwarded when one of the following occurs:

- The dispatcher initiates a traffic stop using the TS command.
- In a Mobile Search screen, if the **Requesting Unit** field contains a unit other than the unit of the officer performing the query, then returns are sent to both the officer performing the query and the primary officer of the unit in the **Requesting Unit** field.

Requesting Unit
field

To change the unit displayed in the **Requesting Unit** field, the field must be visible on the Search screen. Select the desired unit from the drop-down list, and then perform the query as normal.

For information on how to show the **Requesting Unit** field in Mobile, see the Mobile Online Help.

Tracking Racial Profiling Information

The Bias-Based, Racial Profiling screen (`rcmain`), otherwise known as the Racial Profiling screen, records information about the race and ethnicity of persons involved with routine traffic stops and any other law enforcement activities. Recording this information allows your agency to compile statistics to show whether racial profiling takes place. Your agency might use such information as a defense in potential lawsuits.

Before using the Racial Profiling table, verify the way your agency collects racial profiling information. Depending on the settings established by your SAA, Racial Profiling records are created in the following ways:

- **Automatically.** When a Traffic Stop record is added in CAD, a Racial Profiling record is automatically created. A link from the Racial Profiling Record to the Law Incident record is also created. To enter additional information for racial profiling, open the Racial Profiling record from CAD. For more information, see [“Adding racial profiling information from CAD” on page 166](#).
- **Manually.** When Racial Profiling records are created manually, the Racial Profiling screen is accessed from the command line, rather than from the command line. In Flex, the Racial Profiling screen is called the Demographic Summary screen, but the fields are the same. Racial Profiling records that are manually created are not automatically linked to a Traffic Stop record. This method might be used to avoid creating statistics for individual officers. For more information, refer to the *RMS User Manual*.

Adding racial profiling information from CAD

If a Racial Profiling record is created when a Traffic Stop record is added in CAD, additional information can be added.

To add additional racial profiling information in CAD:

1. Do one of the following:
 - If the unit’s current status is not `TS` for Traffic stop, then at the command line, enter `rc`. In the Racial Profiling screen, search for the correct record.
 - If the unit’s current status is `TS` for Traffic stop, then at the command line, enter `rc` followed by the unit number. For example, `rc 102`.

The Racial Profiling record for the traffic stop opens, and the number of the Traffic Stop record is populated in the **Related Traffic Stop** field.

2. Click **Mod**.
3. Complete the appropriate fields. For field descriptions, see [“Fields on the Racial Profiling screen” on page 167](#).
4. Click **Accept** (Alt+A) to save the record.

NOTE

Outside of CAD, the `rcmain` table is named the Demographic Summary screen. However, the function and look of the screen is the same as the Racial Profiling screen.

Fields on the Racial Profiling screen

The following describes the fields on the Racial Profiling screen.

Profile

Displays the unique, identifying number for the Racial Profiling record. This number is assigned when the record is added.

Related Traffic Stop

Displays the Traffic Stop record associated with the Racial Profiling record. If your SAA has set up Racial Profiling records to be added automatically, then this field is populated when the Racial Profiling record is created from the Traffic Stop record.

To *not* link a Racial Profiling record to a Traffic Stop record, either do not enter the traffic stop number (if adding the Racial Profiling record manually), or clear the **Related Traffic Stop** field.

To manually link a Racial Profiling record to a Traffic Stop record:

1. In the **Related Traffic Stop** field, use the Lookup button (Ctrl+E).
The Traffic Stop Table screen opens.
2. Search for the desired Traffic Stop record. If the record cannot be found, then add it.
3. From the desired record, click **Use**.

The Traffic Stop record number is populated in the **Related Traffic Stop** field.

Type of Stop

Enter the type of traffic stop, or click the Lookup button (Ctrl+E) to select from a list of codes.

Stop Date/Time

Enter the time and date of the stop or incident using the format *hh:mm:ss mm/dd/yyyy*, or click the **Time** button (Ctrl+T) to enter the current time and date.

Officers

Enter the officers involved in the stop or incident, or click the Lookup button (Ctrl+E) to select from a list of officers. To add multiple officers, click **Detail** to open the detail window.

Address

Enter the street address where the stop or incident took place. If your agency maintains a geobase, then the Address Selection window opens and a search is performed to find the address in the geobase. An alert is displayed if the address does not exist. For more information, see the *RMS User Manual*.

City

Enter the city in which the stop or incident took place, or click the Lookup button (Ctrl+E) to select from a list of cities.

Area

Enter the code for the geographical area in which the stop or incident occurred, or click the Lookup button (Ctrl+E) to select from a list of areas or zones.

Location Type

Enter the location type code for where the stop or incident occurred, or click the Lookup button (Ctrl+E) to select from a list of location types.

End Date/Time

Enter the time and date the stop or incident ended using the format *hh:mm:ss mm/dd/yyyy*, or click the **Time** button (Ctrl+T) to enter the current time and date.

Division

Enter the division for the specified officer, or click the Lookup button (Ctrl+E) to select from a list of division codes.

Shift

Enter the shift that the officer involved in the stop or incident is working, or click the Lookup button (Ctrl+E) to select from a list of shift codes.

Agency

Enter the agency for the specified officer, or click the Lookup button (Ctrl+E) to select from a list of agency codes.

Race

Enter the race for the person, or click the Lookup button (Ctrl+E) to select from a list of race codes.

Race Known Prior

Indicate whether the officer knew the race of the person prior to the stop or incident.

Age

Enter one of the predetermined age ranges for the person, or click the Lookup button (Ctrl+E) to select from a list of age codes.

Ethnicity

Enter the ethnicity of the person, or click the Lookup button (Ctrl+E) to select from a list of ethnicity codes.

Sex

Enter the sex of the person, or click the Lookup button (Ctrl+E) to select from a list of sex codes.

Gender

Enter the gender of the person, or click the Lookup button (Ctrl+E) to select from a list of gender codes.

Resident

Indicate whether the person is a United States citizen.

Reason for Stop

Enter the reason for the stop. To add multiple reasons, click **Detail** to open the detail window.

Violation Category

Enter the violation category for the stop, or click the Lookup button (Ctrl+E) to select from a list of categories. For example, *Speed*.

Result of Stop

Enter the result of the stop, or click the Lookup button (Ctrl+E) to select from a list of results. For example, *Citation Issued*.

Misc Code

Enter any miscellaneous code for the stop or incident, or click the Lookup button (Ctrl+E) to select from a list of codes. For example, *Fine Amount*.

Citation/Warning

Enter the type of citation or warrant issued, or click the Lookup button (Ctrl+E) to select from a list of codes. For example, Written Warning.

Search Conducted

Indicate whether a search was conducted during the stop or incident.

Violations Observed

Enter any violations that were observed during the stop or incident, or click the Lookup button (Ctrl+E) to select from a list of violations. For example, Hitchhiking.

Search Duration

Enter the duration of the search.

Contraband Found

Indicate whether contraband was found during the stop or incident.

Contraband Description

Enter a description of the contraband found during the stop or incident, or click the Lookup button (Ctrl+E) to select from a list of contraband. For example, Stolen Property.

What was searched

Enter what was searched during the stop or incident, or click the Lookup button (Ctrl+E) to select from a list of codes. For example, Vehicle.

Search Basis

Enter the reason the search was conducted, or click the Lookup button (Ctrl+E) to select from a list of codes. For example, Erratic Behavior.

Search Authority

Enter the authority that allowed the search to be conducted, or click the Lookup button (Ctrl+E) to select from a list of codes.

3 Adding Traffic Stops and Other On-Site Calls Tracking Racial Profiling Information

Property Seized

Enter any seized property, or click the Lookup button (Ctrl+E) to select from a list of property. For example, Motor.

Arrest Made

Indicate whether an arrest was made.

Arrest Based On

Enter a reason for the arrest, or click the Lookup button (Ctrl+E) to select from a list of codes.

Arrested Persons

Enter who was arrested, or click the Lookup button (Ctrl+E) to select from a list of persons. For example, Driver.

Officer Force

Indicate whether the officer used force in the course of the arrest.

Occupant Resisted

Enter whether and how the occupant resisted arrest.

Injured Persons

Enter whether a person was injured during the course of the arrest, or click the Lookup button (Ctrl+E) to select from a list of codes. For example, Officer injured.

Relationship

Enter the relationship of the person to the driver. This field is required.

Race

Enter the race of the person.

Sex

Enter the sex of the person.

Gender

Enter the gender of the person.

Age

Enter the age of the person.

Ethnicity

Enter the ethnicity of the person.

Chapter 4

Dispatching Units to Calls

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Overview

After a call is added, a Call record is generated and entered in the **Type** field. For example, if the call is both a Law-type and EMS-type, then the software generates two active Call records. Both records appear in the Undispatched Calls window.

By default, a call must have the status of **RCVD** (received) before it can be dispatched. However, depending on the settings established by your SAA, your agency might be able to dispatch calls that have the status **INPUT**. Contact your SAA to find out which settings are used by your agency.

If your agency uses the default settings, your SAA can set up CAD to automatically change the status of a call to **RCVD** when one of the following occurs:

- An address is entered in the **Address** field and the cursor is moved to the next field
- A call is completed and the screen used to add the call is closed
- A call is added and the **Accept** button (Alt+A) is clicked

In addition to dispatching calls in the Undispatched Calls window, additional units can be dispatched to a call in the Dispatched Calls window.

Calls can be dispatched using any of the following methods:

- Use the DU (Dispatch Units) command or the DC (Dispatch Call) command. Both commands open the Dispatch Unit To A New Call screen.
- If your SAA has configured the software to recommend units for a call, then the units recommended by the software or any other available units can be dispatched.
- If your agency has the Response Plans module and has defined a response plan for the call, units can be dispatched by using a predefined response plan. Use the LP (List Response Plans) command to view a list of all response plans that are available for the call. Use the RP (Response Plans) command to view only the first-level response plan for the call.

This chapter describes the following:

- [“Dispatching Units to Calls” on page 178](#)
- [“Dispatching Recommended Units” on page 190](#)
- [“Dispatching with Response Plans” on page 200+](#)
- [“Opening Multiple Dispatch Unit Screens” on page 219](#)
- [“Changing Your Dispatcher Position or Zone” on page 220](#)

- [“Viewing Officer and Unit Information” on page 224](#)
- [“Performing a Skill Search” on page 228](#)
- [“Searching for Hazardous Materials” on page 229](#)

Dispatching Units to Calls

This section describes how to dispatch units to calls when your software does not recommend units. To dispatch units to a call, open the Dispatch Unit to A New Call screen, also called the Dispatch Unit screen. You have several options for opening the Dispatch Unit screen.

Opening the Dispatch Unit screen

Open the Dispatch Unit screen by using one of the following methods:

- From the Unit Status window, drag a unit to the Undispatched Calls or Dispatched Calls window, highlight the desired call, and then release the mouse button to dispatch the unit to the call.
- From either the Undispatched Calls or Dispatched Calls window, drag a call to Unit Status window, highlight the desired unit, and then release the mouse button to dispatch the unit to the call.
- Right-click a Call record in the Undispatched Calls window, and then select **Dispatch Call**.
- From either the Undispatched Calls or Dispatch Calls window, highlight the call to dispatch. From the CAD toolbar, click **DC** or **DU**. The Dispatch Unit screen opens, and the number and type of the selected call are populated. To continue, confirm that the screen displays the correct call as described in [“Dispatching units” on page 179](#).
- From either the Undispatched Calls or Dispatch Calls window, highlight the call to dispatch. At the command line, enter **dc** or **du**. The Dispatch Unit screen opens, and the number and type of the selected call are populated. To continue, confirm that the screen displays the correct call as described in [“Dispatching units” on page 179](#).
- At the command line, enter **DC** or **DU** followed the call number, the unit or units to dispatch, and the status of the units. Refer to the usage line for assistance.

The Dispatch Unit screen and the specified call information is populated. There is no need to confirm that the screen displays the correct call.

TIP

To enter more than one unit, enter the unit names separated by a comma but no space. For example: **L1,L2**. To dispatch the call that is currently highlighted, enter a period (.) in place of the call number. For example, enter **DC . L1 ENRT**.

Dispatching units

To dispatch units to a call:

1. Open the Dispatch Unit screen as described in [“Opening the Dispatch Unit screen” on page 178](#).
2. Verify that the correct call number is displayed in the **Call #** field. If the call information was not entered at the command line, then the number and type for the call that is highlighted in the Undispatched Calls or Dispatched Calls window is displayed.

Depending on whether the correct call number is displayed, move to the next field or enter the correct call number. Use the following table as a guide.

If	Do this
The Call # field displays the correct call	Press Tab or Enter. The call information is displayed in the appropriate fields.
The Call # field <i>does not</i> display the correct call	Enter the correct call number and type in the field. To change the call number: <ol style="list-style-type: none"> 1 Click the Lookup button (Ctrl+E). A list of active calls appears. 2 Select the correct call from the list. After you enter a different call, the call information is displayed in the appropriate fields.

The call information is displayed, and the cursor rests in the **Unit(s)** field.

3. Do one of the following:

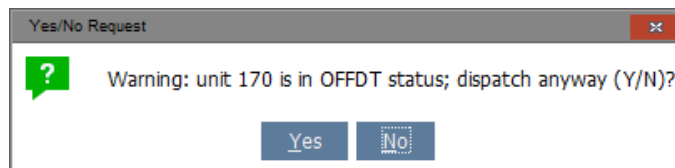
- If the unit number was entered at the command line, then make sure the correct unit is displayed in the **Unit(s)** field.
- If the unit number was not entered at the command line, then enter the code for the unit to dispatch, or select the desired unit from the drop down list. Multiple units can be entered, separated by a comma with no space. For example, enter **L1 , L2 , E3**. To locate a

specific type of unit, see [“Locating a unit to dispatch”](#) on page 182.

TIP

If you want to assign a specific unit as the responsible unit, enter that unit as the first unit in the **Unit(s)** field. The responsible unit is displayed in the **Unit** field of the Dispatched Calls window. You can change the responsible unit as described in [“Assigning a Unit to Multiple Calls”](#) on page 268.

If the selected unit is off duty, then a warning message opens.



4. Do one of the following. Otherwise, continue to step 5.
 - To select a different unit, click **No** or press Enter. The message box closes and the cursor rests in the **Units** field. Enter or select a different unit to dispatch.
 - To continue dispatching the unit, click **Yes**. The message box closes.

5. Make sure the correct status appears in the **Status** field.

If the desired status was not entered at the command line, then a status is selected according to the status sequence defined by your SAA. The status can be changed, if desired.

TIP

For a description of the fields on the Dispatch Unit screen and the type of information to enter in each field, see [“Fields on the Dispatch Unit Screen”](#) on page 516.

6. Click **Accept** (Alt+A).

The selected units are dispatched to the call, and the status of the call and units is updated. If the dispatched call was a new call, then it is moved from the Undispatched Calls window to the Dispatched Calls window. If additional units were added to a call that was already

dispatched, then the new units appear in the **Units** field of the Dispatched Calls window.

TIP

If the call is related to an incident, then to view the Incident Number, enter **ci** and the call number at the command line. The Incident Number is displayed in the **Incident #** field on the Display Call Information screen.

Locating a unit to dispatch

To locate a unit to dispatch, use the Locate Unit (LU) command to open the Locate A Unit To Dispatch screen.

To locate a unit to dispatch:

1. Do one of the following:
 - At the command line, enter the LU command using the following format:

```
lu [call#] {Unit Alias Kind} {Number of Units}
{Station} {Equipment} {Min Personnel}
```

The Locate A Unit To Dispatch screen opens, and the criteria entered in parameters is populated in the appropriate fields.
 - In the CAD Status screen, highlight a call, and then at the command line, enter **lu**.

The Locate A Unit to Dispatch screen opens.

2. Complete the appropriate fields. For field definitions, see [“Fields on the Locate A Unit to Dispatch screen”](#) on page 183.
3. Click **Accept** (Alt+A).

A list screen opens and recommended units are selected according to the criteria entered in the Locate A Unit To Dispatch screen.

Unit	Agcy	Kind	Station	Zone	Stat	Sf	Time	Equipment
<input checked="" type="checkbox"/> 105	SPD	LEP	SPD HQ	LS	ONDT	2	2.8Y	Patrol Vehicle
<input type="checkbox"/> 106	SPD	LEP	SPD HQ	LSE	ONDT	1	2.8Y	Patrol Vehicle
<input type="checkbox"/> CANCEL	SPD				ONDT	0	2.8Y	
<input type="checkbox"/> 3716	SPD	MDC		LNW	ONDT	1	2.8Y	
<input type="checkbox"/> 307	SPD	MDC	SPD Stati	LNW	ONDT	1	2.8Y	
<input type="checkbox"/> 109	SPD	MDC	SPD Stati	LNW	ONDT	1	2.2Y	
<input type="checkbox"/> 112	SPD	LEP	SPD HQ	LW	ONDT	1	2.8Y	
<input type="checkbox"/> 358	SPD	LES	SPD HQ	LSW	ONDT	1	2.8Y	
<input type="checkbox"/> 403	SPD	MDC	SPD Stati	LSW	ONDT	1	2.8Y	
<input type="checkbox"/> 104	SPD	LEP	SPD HQ	LSW	ONDT	1	2.2Y	Patrol Vehicle
<input type="checkbox"/> SDS	SPD	SPRVR		LSW	ONDT	1	15.9H	
<input type="checkbox"/> S107	SPD	LEUMU	SPD Subst	LC	ONDT	1	2.8Y	Shotgun, 870 Rem 12-g
<input type="checkbox"/> S109	SPD	SPRVR	SPD HQ	LNE	ONDT	1	2.8Y	Handgun, Patrol Vehic
<input type="checkbox"/> 103	SPD	LEP	SPD HQ	LN	ONDT	1	2.8Y	Patrol Vehicle

If the list does not meet all the requirements in the Locate A Unit to Dispatch screen, then in the header, a message is displayed stating that the list is not complete, and includes which requirements were and were not met.

4. Select or clear the check boxes for the units in the list as needed.
5. Click **Accept** (Alt+A).

The list screen closes, and the Dispatch Unit To A New Call screen opens. In the **Unit(s)** field, the units selected from the list of recommended units are populated.

6. Update the additional fields on the screen as appropriate.
7. Click **Accept** (Alt+A) to dispatch the call.

Fields on the Locate A Unit to Dispatch screen

The following describes the fields on the Locate A Unit to Dispatch screen. All the fields are optional, but at least one search criteria must be entered.

Min Units

Enter the number of units to recommend. By default, the value is 1, but any value larger than 0 can be used. If there are units that match the criteria in the Locate A Unit To Dispatch screen, then when units are searched and the list screen opens, the recommended units are selected, up to the number of units specified in this field.

Unit Alias Kind

Enter the unit alias kind to dispatch, or use the Lookup button (Ctrl+E). The unit alias kind is the value in the **Vehicle Alias** field in the Alias Kind codes table (tbakaknd).

Station

Enter the desired station for the unit, or use the Lookup button (Ctrl+E).

Equipment

Enter the desired equipment for the unit, or use the Lookup button (Ctrl+E).

Min Staff

Enter the minimum number of officers or other staff to recommend for this call.

Assigning a responsible unit for a non-dispatched call

Occasionally, a responsible unit must be assigned to a call *before* the unit is available and the call is dispatched. For example, if the call requires a specific type of unit (such as an animal control unit) and that unit is busy, that unit can be assigned to the call. When the unit is available, the call can be dispatched.

To assign a responsible unit to a non-dispatched call:

1. With the non-dispatched call highlighted, do one of the following:

- Enter **RU** at the command line.

A dialog box opens, prompting to enter the new responsible unit for the selected call.

2. Enter the unit number of the new responsible unit and click **OK**.

- At the command line, enter **RU** followed by the call number and the number of the unit. For example, enter **RU 9L s4**.

3. Spillman moves the call to the **Dispatched Calls** window and changes the status of the call to **ASSGN** (for assigned). You have not dispatched the call. When the responsible unit becomes available, you must dispatch it to the call, as described in [“Dispatching units” on page 179](#).

Specifying the responsible unit using the shortcut menu

You can now use the shortcut menu to specify the responsible unit for a call:

1. Right-click the call in the Undispatched Calls window.
2. From the shortcut menu that appears, select **Responsible Unit**.

A dialog box opens, prompting to enter the new responsible unit for the selected call.

3. Enter the number of the unit that you want to assign as the responsible unit for the call.
4. Click **OK**.

The software moves the call to the Dispatched Calls window and assigns the unit to the call.

Displaying cross-positional CAD calls and units

Your SAA can set up the software to display on the CAD status windows additional assigned calls and units from outside your dispatcher responsibilities. For example, suppose a unit from position 1 covering zone A is assigned to a call from position 2 covering zone B. If your SAA enables cross-positional CAD calls and units, the software displays the unit from position 1 on the Unit Status screen for position 2 and displays the call from position 2 on the Dispatched Calls window for position 1. In addition, the software adds an alert to the **Zone** field of the cross-positional call and unit status record to notify you that the call or unit is not part of your jurisdiction.

Dispatch Call error messages

If your SAA has set the `cdinput` application parameter to `True`, the following errors might occur when you dispatch units to a call:

- After you enter a Nature code for a new call, Spillman displays that call in the **Undispatched Calls** window. At this point, any dispatcher can dispatch units to the call. However, Spillman does not create an incident for the call until the person adding the call saves the Call record. If a user completes the call before the Call record is saved, the following message appears:

```
Active call has already completed. Call zone  
incident not created
```

Although Spillman created an incident for the call and the unit, it did not create a call zone incident. For future reference or reports, you might want to create an incident for the call zone. To create an incident for the call zone, see [“Manually Creating Incidents” on page 276](#).

- If a unit is unknown to the software, a dialog box opens stating that the unit is unknown and asking whether the unit should be dispatched. To dispatch the unit, click **Yes** or press Enter. If a unit is unknown but has been dispatched before, no message appears. An unknown unit is one that has no entry in the Units table (`cdunit`).

Assigning Units to Assist a Call

Spillman CAD allows you to assign units to assist on a call that is already dispatched. Using the AST command, you need only know the unit numbers, not the number of the call.

Updates made if an assisting unit is on a call

Suppose that you assign a unit to call 1 and then send that unit to assist on call 2. The software updates call 1 as follows:

- If the unit's status is ENRT and the unit is the only one assigned to call 1, the software returns the call to the Undispatched Calls window. You can dispatch other units to the call.
- If the unit's status is ENRT but other units are assigned, the software does not change the status of the call.
- If the unit's status is anything other than ENRT, the software changes the unit's status to CMLT. If the unit is the responsible unit, the software also updates the status of the call.

Tasks performed by the AST command

If you use the Law, Fire, or EMS Records Management modules, the software might add or modify incident records linked to the CAD call receiving assistance. Updates depend on how your software is set up.

In addition, the AST command:

- Updates the record for the call that is receiving assistance.
- Adds a radio log entry for each assisting unit.
- Adds a record to the Search Rlofficer table (`rlofficer`) for each officer assigned to an assisting unit.
- Sends pages to units if your agency has the Spillman Paging Interface and has set up automatic paging of dispatched units. See your Spillman Paging Interface Guide for more information.

Format for the AST command

When issuing the AST command, you can either specify a ten-code status for the assisting units or let their status default to the status of the assisted unit. In addition, you can enter a comment to include in the radio log entries.

The complete format for the AST command is as follows:

```
[assisting_unit#{,assisting_unit#...}] ast
[assisted_unit#] {status} [{.}comments]
```

where:

status is the ten-code status to assign the assisting units

and

comments are the comments to add.

You are required to enter a period (.) before the comment only if you omit the status. The period tells the software that the comment is a comment, not a status.

If you enter the period when you do not need to do so, the software ignores the period.

NOTE

If the unit to receive assistance is not assigned to a call, the following message appears beneath the command line:

Unit x is not assigned to a call.

Re-enter the command, specifying the correct unit number.

Sample AST commands

Suppose that units 102 and 105 have the status `ONDT` and that units 101, 103, and 104 are assigned to calls as follows:

Unit	Status	Call number and type
101	ARRVD	41 (4 law)
103	ENRT	91 (9 law)
104	ARRVD	81 (8 law)

To do this	Enter this command
<ul style="list-style-type: none"> Assign unit 102 to assist unit 101 Give unit 102 the same ten-code status as unit 101 (ARRVD) 	102 ast 101
<ul style="list-style-type: none"> Assign units 102 and 105 to assist unit 104 Give units 102 and 105 the ten-code status ENRT 	102,105 ast 104 enrt

To do this	Enter this command
<ul style="list-style-type: none"> Assign unit 105 to assist unit 103 Give unit 105 the same ten-code as unit 103 (ENRT) Enter the radio log comment <i>Setting road block</i> 	105 ast 103 .Setting road block
<ul style="list-style-type: none"> Assign unit 105 to assist unit 103 Give unit 105 the ten-code status ARRVD Enter the radio log comment <i>Setting road block</i> 	105 ast 103 arrvd Setting road block

Dispatching Recommended Units

Your SAA can set up your agency's software to recommend units based on a call's criteria, such as its nature and location. Your SAA has the following options:

- Display a list of recommended units without selecting units for dispatch.
- Display a list of recommended units and select units for dispatch.

To display a list of recommended units, press Ctrl+N. Your SAA can also set up the list to display after the Dispatch Unit screen is opened. If your SAA has set up recommended units to display when the Dispatch Unit screen is opened, then the list is displayed only if there are units available to recommend.

If your SAA has not set up a response plan, and the recommended units are set to display when the Dispatch Unit screen is opened, then the following message is displayed:

No Response Plan Found – Press Ctrl+N for a list of units.

By default, if there are not enough units to meet the unit kind requirements for the call, then when units are searched and the list screen opens, units that do not meet the requirements are listed. However, depending on the settings established by your SAA, the list of recommended units can be set to list only those units that meet the alias kind requirements specified in the **Recommended Unit Plan Lists** area, in the Recommended Units screen (rmain). Contact your SAA to verify the settings for your agency.

Displaying recommended units without selecting units

The software compiles a list of units based on the following criteria:

- Suitability for the call type. For example, if you are dispatching a law call, the list contains only law units.
- Availability for dispatch. (as indicated by each unit's status).
- As an option, the list might include only units assigned to your dispatcher position.

Your SAA can also set up the software to sort the list of recommended units based on various criteria. For example, units from the responsible agency might appear at the top of the list and the units might be sorted by unit kind.

The following illustration shows a list of recommended units. The heading shows the sort order. In the following example, units are sorted first by disposition, and then by agency, kind,, in this case The units are sorted by disposition, first by agency so that units from the agency SPD appear at the top of the list. The units are then sorted by kind.

Unit	Agcy	Kind	Station	Zone	Stat	Sf	Time	Equipment
<input checked="" type="checkbox"/> 307	SPD	MDC	SPD Stati	LNW	ONDT	1	2.0Y	
<input type="checkbox"/> 130	SPD	LEINV	SPD HQ	LNW	BUSY	1	2.0Y	
<input type="checkbox"/> 358	SPD	LES	SPD HQ	LSW	ONDT	1	2.0Y	
<input type="checkbox"/> SDS	SPD	SPRVR		LSW	ONDT	1	2.9H	
<input type="checkbox"/> S107	SPD	LEUMU	SPD Subst	LC	ONDT	1	2.0Y	Shotgun, 870 Rem 12-g
<input type="checkbox"/> S109	SPD	SPRVR	SPD HQ	LNE	ONDT	1	2.0Y	Handgun, Patrol Vehic
<input type="checkbox"/> 170	KPD	MDC		LNW	ONDT	1	1.5Y	
<input type="checkbox"/> P3	PPD	LEP		EAST	ONDT	1	2.0Y	

If the header of the window states that no plan was found, then you need to mark the units to dispatch. For instructions about marking units, [see “Selecting the units to dispatch” on page 195.](#)

Displaying recommended units and selecting units

After setting up the software to display a sorted list of recommended units, your SAA can create recommended unit plans to make the software select units for dispatch. When you dispatch a specific call, the software looks for a plan that applies to the call. If a plan is found, the software uses the plan’s criteria to mark some of the recommended units.

The following illustration shows a list of recommended units. The unit marked by a check is selected for dispatch.

Unit	Agcy	Kind	Station	Zone	Stat	Sf	Time	Equipment
<input checked="" type="checkbox"/> 307	SPD	MDC	SPD Stati	LNW	ONDT	1	2.0Y	
<input type="checkbox"/> 130	SPD	LEINV	SPD HQ	LNW	BUSY	1	2.0Y	
<input type="checkbox"/> 358	SPD	LES	SPD HQ	LSW	ONDT	1	2.0Y	
<input type="checkbox"/> SDS	SPD	SPRVR		LSW	ONDT	1	2.9H	
<input type="checkbox"/> S107	SPD	LEUMU	SPD Subst	LC	ONDT	1	2.0Y	Shotgun, 870 Rem 12-g
<input type="checkbox"/> S109	SPD	SPRVR	SPD HQ	LNE	ONDT	1	2.0Y	Handgun, Patrol Vehic
<input type="checkbox"/> 170	KPD	MDC		LNW	ONDT	1	1.5Y	
<input type="checkbox"/> P3	PPD	LEP		EAST	ONDT	1	2.0Y	

If the marked units meet the requirements specified by your SAA, you can dispatch multiple units by clicking **Accept** (Alt+A). Depending on your agency's policy, you might be able to override the recommendations made by the software.

Understanding the header in the list of recommended units

If your agency uses the software to recommend units, then a list of recommended units might appear when you dispatch a call or unit. The header in this window indicates whether the software found units that enable it to fully meet the requirements of the recommended unit plan:

- If the displayed recommended unit list meets all the plan's requirements, the header displays the word **Complete** followed by supporting details, for example:

Complete 2of1 Units, 2of1 Staff, 1of1 ENG, 1of1 Exhaust Fan

Depending on the requirements of the recommended unit plan, the header might display information about the following items: units, staff, units of a specific kind/from a specific station, and equipment.

For each item that the plan requires, the header displays information in the format *x of y*. The first number, *x*, is the number of items marked in the recommended units list. The second number, *y*, is the number of items required by the recommended unit plan.

- If the displayed recommended unit list does not meet all the plan's requirements, the header displays **NOT Cmplt** followed by information that lets you know which requirements were and were not met, for example:

NOT Cmplt 2of4 Units, 4of4 Staff, 2of4 TANK

Depending on the requirements defined by your SAA, the header might display information about the number of units, the number of staff, the number of units of a specific kind/from a specific station, and the kind of equipment.

The last field in the list describes the equipment of a unit. If the recommended unit plan requires equipment, the field is entitled **Equipment Required**. If the plan requires no equipment, the field is entitled **Equipment**.

Ask your SAA about your agency's policies for dispatching when the list of recommended units is incomplete.

Dispatching when the software recommends units

To dispatch recommended units to a call:

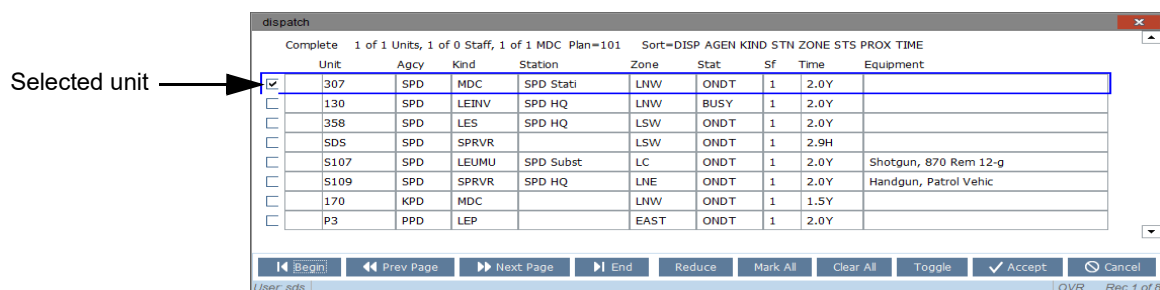
1. Open the Dispatch Unit screen as described in “Opening the Dispatch Unit screen” on page 178. Do not enter unit information at the command line.
2. Make sure that the correct call appears in the **Call #** field.

If you did not enter call information at the command line, Spillman displays the call number and call type of the call that is highlighted in the Undispatched Calls or Dispatched Calls window. To continue, you must confirm that the screen displays the correct call.

Depending on whether the software displays the correct call number, move to the next field or enter the correct call number.

If	Do this
The Call # field displays the correct call	Press Tab or Enter. The call information is displayed in the appropriate fields.
The Call # field <i>does not</i> display the correct call	<p>Enter the correct call number and call type in the field. To change the call number:</p> <ol style="list-style-type: none"> 1 Click the Lookup button (Ctrl+E). A list of active calls is displayed. 2 Select the correct call from the list. <p>After you enter a different call, the call information is displayed in the appropriate fields.</p>

After you confirm the call number or enter a new call number, a list of recommended units opens. A check mark in the first field indicates that a unit is selected for dispatch to the current call.



TIP

If the list screen does not open, then press Ctrl+N.

3. Look at the header of the list screen, and then do one of the following, depending on whether the selected units meet the requirements of the recommended units plan:

If	Do this
The header starts with Complete , indicating that the selected units meet the requirements of the recommended units plan	Do one of the following: <ul style="list-style-type: none"> To dispatch all units marked by the software, click OK (Ctrl+X). To dispatch different units than the ones marked by the software, select the units as described in “Selecting the units to dispatch” on page 195. Then, click Accept (Alt+A).
The header starts with NOT Complete , indicating that the selected units do not meet the requirements of the recommended units plan	You might need to mark additional units or different units. However, make sure that you know your agency’s policies for using recommended units. To mark additional units, see “Selecting the units to dispatch” on page 195 . After you have marked the units to dispatch, click Accept (Alt+A).

If more than one kind of unit is preset as recommended for this call, the software returns to the Dispatch Units window *only* after you have gone through a Recommended Units list for *each kind* of unit.

4. Make sure that the correct status appears in the **Status** field.

To change the status selected by the software, move the cursor to the **Status** field and enter the correct status code. You can click the Lookup button (Ctrl+E) and select the status code from the list.

5. Click **Accept** (Alt+A).

The selected units are dispatched to the call, and the status of the units and call is updated. If a new call is dispatched, then it is moved from the Undispatched Calls window to the Dispatched Calls

window. If additional units are dispatched to call, the units appear in the **Units** field of the Dispatched Calls window.

TIP

If the call is related to an incident in the Law Incident, EMS Incident, or Fire Incident table, then to view the the Incident Number, at the command line, enter **ci** and the call number. The Incident number is displayed in the **Incident #** field on the Display Call Information screen.

Selecting the units to dispatch

Depending on your agency's policy, you might be allowed to override or add to the recommendations made by the software. You can select additional units in a list of recommended units or you can cancel the selection of some of the units.

To select units or cancel the selection of units:

1. Move the selection rectangle to the unit by clicking the unit or by pressing the Up Arrow or Down Arrow key.
2. With the correct unit highlighted, click **Toggle** or press the Spacebar. A check mark in the first field indicates that the unit is selected for dispatch.
3. After you select the correct unit or units, click **Accept** (Alt+A). The software enters the numbers of the selected units in the **Unit(s)** field of the Dispatch Unit window.

TIP

You can display the Recommended Units list again after a list screen is closed. To do this, press Ctrl+N. If you display the Recommended Units list after entering some units in the **Unit(s)** field, the new list does not contain those units. If the recommended unit plan specifies more than one kind of unit, pressing Ctrl+N displays the entire set of recommended unit lists. While a list screen is open, press Ctrl+P to view a list of the units that appear in the **Unit(s)** field.

Reopening the list of recommended units

Using Ctrl+N to reopen recommended unit lists

You can use the Ctrl+N key combination to open the recommended unit lists for a call as many times as needed. For example, if you select units P3, T2, and T4 for dispatch and then decide to dispatch additional units, press Ctrl+N to display the recommended units lists again. Note that the lists no longer include the units that you have already selected for dispatch.

Closing the list of recommended units

You can close a recommended unit list by pressing Alt+C or by unmarking all units and clicking **Accept** or pressing (Alt+A). Suppose you dispatch a call and the software displays a recommended unit list. You select two units for dispatch, and the software displays the second list. You decide not to dispatch any of the units from the second list. Depending on whether you want to cancel or retain the previously selected units, do one of the following.

To	Do this
Cancel (prevent the software from selecting for dispatch) the previously selected units as well as the units marked in the current set of recommended unit lists	Press Alt+C. The software closes all recommended unit lists and removes any units marked by the current set of lists. It leaves any units that you dispatched before you opened the current set of recommended unit lists.
Cancel only those units marked in the current list	Press C to unmark all units in the displayed list. Then, click Accept (Alt+A). The software closes the displayed list (and displays the next list, if any) without removing any previously selected units.

Opening the list of selected units

After you enter units in the **Units** field of the Dispatch Unit screen, you can press Ctrl+P to open the list of selected units and review their information. The list displays each unit's number, status, and method of contact (as defined in the **Contact Method** field of the Units record).

Unit	Status	Contact
104	ONDT	
130	BUSY	

Begin Prev Page Next Page End Accept Cancel

User: sds OVR Rec 2 of 2

To close the list, click **Accept** or press Enter.

Using the quick format to dispatch units

When recommended unit plans are used, a list screen is opens for each unit alias kind required in the plan. Depending on how your SAA sets up your software and if the recommended unit plan is complete, you can bypass the individual list screens when dispatching a call. If the recommended unit plan is not complete or if there is not a recommended unit plan for the call, then a list screen with recommended units opens.

To skip the list screen, you can use the delimiter defined for quick commands at your agency. For example, if your agency defines the quick command delimiter as a period (.), you might enter a command similar to the following at the command line:

dc 24f.

If you skip the list screen, but then decide later that you want to open it, you can press Ctrl+N from the **Unit(s)** field on the Dispatch Unit to a New Call screen.

Ask your SAA how quick commands work at your agency before using the quick format. If your agency uses quick commands, your SAA can set up the DC|DU command to work in one of the following ways:

- The quick format instructs the software to execute the command without opening the list screen. If you leave out any part of the required command or the delimiter at the end, the software will open the list screen.
- The quick format instructs the software to open the list screen. However, if you supply all the required parts of the command but do not include the delimiter at the end, the software will not open the list screen.

Dispatching response plans using the DC or DU command

Your SAA can set up the software to automatically run the RP command when you run the DC or DU command. Ask your SAA how your agency has defined the software.

Limiting mutual aid for recommended unit plans

If your dispatch center dispatches calls for multiple agencies and uses CAD to recommend units, your SAA can set two mutual-aid limits for each agency. Mutual-aid limits affect only the software's recommendation of units. They do not prevent you from dispatching a unit to a call outside the area of its agency, even if doing so causes you to exceed one of the agency's mutual-aid

limits. The mutual-aid limit feature simply informs you whether the software did not select a unit because of a mutual-aid limit. You are responsible for following your dispatch center's policy on exceeding mutual-aid limits.

Understanding mutual-aid limits

When the software selects units for dispatch, it finds the first unit that meets the requirements of the recommended unit plan. Before marking that unit for dispatch, the software determines (if your agency has enabled the mutual-aid functionality) whether the unit is from a different zone than the call. If so, the software determines whether that unit's agency has reached either of its mutual-aid limits, which are:

- The maximum number of units to be dispatched outside the agency's area at any one time
- The maximum number of units to be dispatched outside the agency's area in a single dispatch

If that unit's agency has reached either limit, the software looks for a unit from another agency.

When the software displays the recommended units list, it displays even those units that it deems "unavailable" because of a mutual-aid limit. It alerts you to these unavailable units by displaying the letter U (for "unavailable") in a new, unlabeled, single-character field that precedes the **Unit** field. The U indicates that, if a mutual-aid limit had *not* been reached, the software would have recommended the unit based on the plan's criteria.

Suppose your software is set up to recommend units based on proximity to the call address. Normally, the software would recommend the unit that is closest to the call. If that unit's agency has reached its mutual-aid limit, however, a U appears next to the unit ID and the software selects the next-closest unit.

In the following recommended unit list, two units are listed as unavailable because the agency has exceeded its mutual-aid limit.

Unavailable units

Unit	Agcy	Kind	Station	Zone	Stat	Sf	Time	Equipment
<input checked="" type="checkbox"/> 109	SPD	MDC	SPD Stati	LNW	ONDT	1	16.3m	
<input type="checkbox"/> U 105	SPD	PATRL	SPD HQ	LS	ONDT	2	17.8H	Patrol Vehicle
<input type="checkbox"/> U 128	SPD	DET	SPD HQ	LE	ONDT	1	1.7m	
<input type="checkbox"/> 112	SPD	LEP	SPD HQ	LW	ONDT	1	1.5Y	
<input type="checkbox"/> 111	SPD	LEP	SPD HQ	LNW	BUSY	1	1.5Y	
<input type="checkbox"/> 130	SPD	LEINV	SPD HQ	LNW	BUSY	1	1.5Y	

User: OVR Rec 1 of 6

Viewing the recommended unit log

To view the log for a recommended unit, click the **Reclog** button on the Call Taker's screen.

The log tells you:

- The long-term call ID
- Whether the recommended unit was recommended, selected, and/or dispatched
- The time and date the recommended unit log was created or modified
- The number of the Recommended Unit record
- The unit number of the recommended unit
- The description of the recommended unit plan
- The function of the recommended unit

To view the recommended unit log:

1. Open the Call Taker's screen by entering **calls** at the command line.
2. Click the **Srch** button and search for the Call record that you want to view.
3. With the correct Call record on the screen, click the **Reclog** button. The Recommended Unit Log screen appears, displaying the first recommended unit log entry associated with the current Call record.
4. Click the **List** button to view a list of all recommended unit log entries associated with the current Call record.
5. After you finish viewing the Recommended Unit Log records, click **Exit** to return to the Call Taker's screen.
6. Click **Exit** again to return to the CAD Status screen.

Dispatching with Response Plans

If your agency uses the Response Plans add-on module, a user who has the necessary security privileges can create response plans. A response plan defines which agencies and units should respond to a law, fire, or EMS call at a specified alarm level. The response plan can use a variety of call criteria, for example, the call's nature, its address, its response plan zone, the day of the week, the time of day, and so on.

The Undispatched Calls and Dispatched Calls windows have a column for response plans, labeled **R**.

R column →

Call	T	P	Nature	R	S	Address	City	Zone	Stat	Time
3	f	2	Fire			818 SWEETWATER AVE	SFD	FS	RCVD	1.0Y
4	i	2	Accident			3100 VETERANS DR	SFD	LS	RCVD	1.0Y
5	i	4	Theft			88 HIGHTOWER PL	SFD	LSE	RCVD	3.1H
1	i	4	Theft			1001 COLLEGE ST	SFD	LSW	RCVD	1.0Y
6	f	4	Arson			115 W COLLEGE ST	SFD	FW	RCVD	4.8m
6	i	4	Arson			115 W COLLEGE ST	SFD	LW	RCVD	4.8m

The **R** column indicates the number (or levels) of response plans that are available for the call. If the number is 1 or greater, you can dispatch units to this call via predefined response plans. You can also view other preset recommended procedures for the call.

You have the following options for dispatching with response plans:

- To view a summary of the available response plan levels, use the LP command.
- To dispatch units to a call using that call's first alarm level plan, use the RP command.

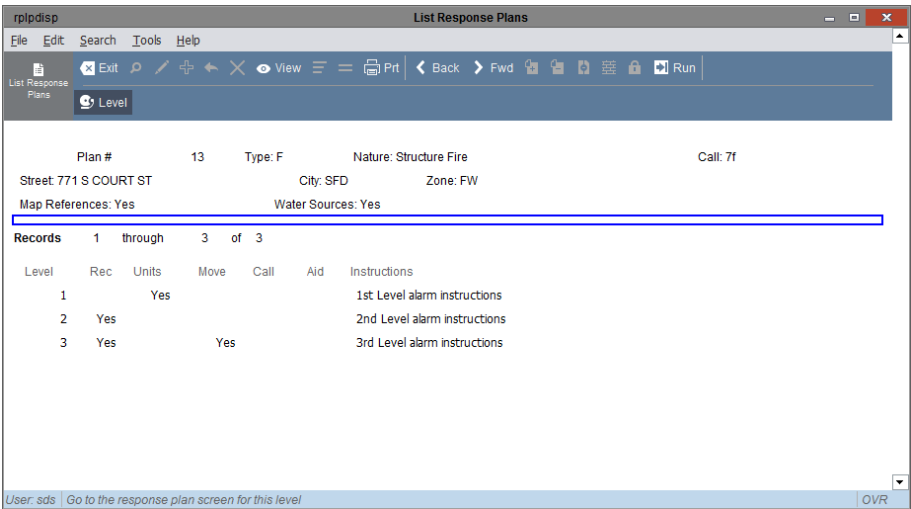
Using the LP command

Use the LP command when you want to view the response plans available for a call. (Each plan is a "level.") After you view the plans, you can dispatch resources from one or more plans as needed.

To use the LP command:

1. Highlight the correct call in the Undispatched Calls or Dispatched Calls window. Then, enter **LP** at the command line and then press

Enter. If your agency has defined response plans for the call, the List Response Plans screen appears:



The preceding example provides three levels of information for dispatching units to a fire. Each level is a separate plan for the call. You can use the **View** option to display the complete text in the **Instructions** field for the highlighted plan.

- 2. To view a complete plan and dispatch units from that plan at your discretion, highlight the plan and select the **Level** option.

4 Dispatching Units to Calls *Dispatching with Response Plans*

The software displays the complete response plan.

The screenshot shows the 'Display Response Plan' window with the following details:

- Plan Number:** 13
- Nature:** Structure Fire
- Current Call:** 7f
- Determ ID:** Determinant
- Street:** 771 S COURT ST
- City:** SFD
- Zone:** FW
- Call Type:** F
- Alarm Level:** 1
- Map/Ref:** Water Sources 4
- Valid:** Day 1, Start 08:00, End 21:00
- Day 2:** Start 08:00, End 21:00
- Recommend Units?** N
- Responding Units:**

Unit	Description	Agnc	Contact	Stat	Radiolog
E4	Fire Engine	SFD		BUSY	OUT OF SER
L4	Ladder Truck	SFD	Radio		
- Move Units:**

Seq	Unit	Description	Agnc	Contact	Instructions
-----	------	-------------	------	---------	--------------
- Personnel Call-back:**

Seq	Name	Pager	Telephone
-----	------	-------	-----------
- Mutual Aid Plans:**

Plan #	Agnc	Contact	Comments
--------	------	---------	----------
- Instructions:** 1st Level alarm instructions

User: sds | Dispatch specific units | OVR

TIP

Normally, you will dispatch from Level 1 first and then dispatch from the other levels as additional resources are needed.

- To dispatch units from a response plan, select the **Units** option or the **Rec** (Recommended Units) option.

A list of recommended units appears.

- Do one of the following:

- To dispatch the recommended units, click Accept (Alt+A).
- To dispatch different units, clear or select the check boxes for the units as needed, and then click Accept (Alt+A).

After you select the units to dispatch, the following screen appears.

The screenshot shows a software window titled "dispatch" with a menu bar (File, Edit, Search, Tools, Help) and buttons for Accept, Cancel, and Previous. The form contains the following fields and values:

- Call: 7, f, Nature: Structure Fire, City: SFD
- Address: 771 S COURT ST
- Zone: FW, 27588 W, 23674 S, ID/Determ
- Directions: (empty field)
- Assigned Unit(s): Q014,E17
- Status: ENRT, When: 14:45:26 04/20/16
- Complainant: 153 Smith, Hernandez Bernal
- Alerts: Wants: 0, Adr: 0
- Contact: Tel: () -
- Address: (empty field)
- Info: (empty field)
- License Plate: (empty field), State: (empty field)
- Summary row: Calls: 2, Names: 0, w/Airts: 0, Wants: 0, Prem: 0, Adr: 0
- Rcvd: 13:23:19 04/20/16, Rcvd by: Spillman
- Incident: (empty field), How Rcvd: T

At the bottom, it shows "User: sds | Complete Listing" and a status indicator "OVR".

5. Enter additional information as needed.

TIP

To view information about the selected units, place the cursor in the **Unit(s)** field and press Ctrl+P.

The **Calls**, **Names**, **W/Airts**, **Wants**, **Prem**, and **Adr** fields display information about previous calls at the address of the current call. To view the information in a field, place the cursor in that field and press Ctrl+E.

6. After you finish entering information, click **Accept** (Alt+A).

Response plan options

The options displayed at the bottom of the List Response Plan screen depend on the information in the plan. Each option displays complete information about a particular section of the displayed plan. You only see options for information that is available for the plan you are viewing. The following table lists the options.

This option:	Displays this information:
Units	The responding units specified for this response plan. You can dispatch from this list. If the value in the Responding Units field is No, the Units option is not displayed.
Rec	The recommended units for this call, giving you the option to dispatch those units. If the value in Recommend Units field is No, the Rec option is not displayed.
Map	A Map/Reference detail, describing the location of related map pages and descriptive material.
Watr	Water sources information (if your agency has the Fire Records Mgt module).
Valid	The valid days/times for this plan.
Move	Move units instructions.
Call	Personnel call-backs.
Aid	Mutual aid instructions.
Inst	General text instructions for this call.

TIP

For a description of the fields on the Response Plans Level screen and the type of information to enter in each field, see ["Fields on the Response Plan Entry Screen"](#) on page 519.

Viewing water sources

If the **Watr** option appears on the List Response Plans screen, you can view a list of water sources for the current response plan. The list displays information from the Water Sources table in the Fire Records Management module. If your agency does not have the Fire Records Management module, you cannot enter water sources information for response plans.

When you select the **Watr** option, a list of the water sources appears. For each water source, the screen displays the kind of water source, the location of the water source, its flow in gallons per minute, and its status (for example, in service).

Kind of source	Street address	GPM	Stats
Hydrant	1001 W IRVINE AVE	682	OSRV

Navigation buttons: Begin, Prev Page, Next Page, End, Lookup, Accept, Cancel

User: sds | OVR Rec 1 of 1

To view a Water Sources record, highlight the appropriate record and press Ctrl+E. Depending on your user privileges, you can view, modify, add, or print Water Sources records. You can also access the water source's Inspection records. To return to the response plan, click **OK** or press Enter.

If no water source information is available for the current plan, the **Watr** option is not displayed. To find the water source that is closest to the call, go back to the CAD Status screen. Then, highlight the call and enter the WS command. The only reason to have water source information in a response plan is to use water sources in an order *not* based on proximity to the call.

Using the RP command

Use the RP command to view the first level response plan for a call. The software displays the data present for the plan and you can dispatch resources from that level at your discretion. (Each plan applicable for a call is called a “level.”)

To use the RP command:

1. Highlight the correct call in the **Undispatched Calls** or **Dispatched Calls** window. Then, enter **RP** at the command line and then press Enter. The Display Response Plans screen appears:

2. To dispatch units from a response plan, select the **Units** option or the **Rec** (Recommended Units) option. A list of recommended units appears.

S	Unit	Description	Agency	Contact	Status	Radiolog
<input type="checkbox"/>	U	102	Springfield Police	SPD	ENRT	incid#=1410-0002
<input checked="" type="checkbox"/>	A	E1	Fire Engine	SFD	ONDT	incid#=F14-0010
<input checked="" type="checkbox"/>	A	E2	Fire Engine	SFD	ONDT	incid#=F14-0009
<input checked="" type="checkbox"/>	A	E3	Fire Engine	SFD	ONDT	

3. Dispatch the recommended units or select different unit(s).

To	Do this
Dispatch the unit or units recommended by the software	Click OK (Alt+A).
Dispatch units other than those recommended by the software	<p>Select or deselect units as needed. To select or deselect a unit, do the following:</p> <ol style="list-style-type: none"> 1 Move the selection rectangle to the unit by clicking the unit or by pressing the Up Arrow or Down Arrow key. 2 With the correct unit selected, click Toggle or press the Spacebar. An asterisk (*) in the first field, indicates that the unit is selected for dispatch. 3 After you have selected the correct unit or units, click OK (Alt+A).

After you select the units to dispatch, the following screen appears.

The screenshot shows the 'dispatch' software window. At the top, there's a menu bar with 'File', 'Edit', 'Search', 'Tools', and 'Help'. Below the menu bar, there are buttons for 'Accept', 'Cancel', and 'Previous'. The main form contains the following fields and data:

- Call:** 7 f
- Nature:** Structure Fire
- City:** SFD
- Address:** 771 S COURT ST
- Zone:** FW
- 27588 W**
- 23674 S**
- ID/Determ**
- Directions:** (empty field)
- Assigned:**
 - Unit(s):** Q114, E17
 - Status:** ENRT
 - When:** 14:45:26 04/20/16
- Complainant:** 153 Smith, Hernandez Bernal
- Alerts:**
 - Wants:** 0
 - Adr:** 0
- Contact:**
 - Tel:** () -
- Address:** (empty field)
- Info:**
 - License Plate:** (empty field)
 - State:** (empty field)
- Calls:** 2
- Names:** 0
- w/Airts:** 0
- Wants:** 0
- Prem:** 0
- Adr:** 0
- Rcvd:** 13:23:19 04/20/16
- Rcvd by:** Spillman
- Incident:** (empty field)
- How Rcvd:** T

At the bottom of the window, there's a status bar with 'User: sds', 'Complete Listing', and 'OVR'.

4. Enter additional information as needed.

TIP

To view information about the selected units, place the cursor in the **Unit(s)** field and press Ctrl+P.

The **Calls**, **Names**, **W/Alrts**, **Wants**, **Prem**, and **Adr** fields display information about previous calls at the address of the current call. To view the information in a field, place the cursor in that field and press Ctrl+E.

5. After you finish entering information, click **Accept** (Alt+A).

Adding a covering unit

If your agency uses the CAD Response Plans module, a user who has the necessary security privileges can set up one unit to cover for a different unit. If a unit is unavailable, the software recommends the covering unit for that response plan. The covering unit relationship extends to only one unit. You cannot create a chain of covering relationships among several units.

The Covering Units table (`cdcover`) shows that one unit is covering for a different unit, either by moving to a different location or by covering calls from its assigned location for a specific length of time. You can view, modify, and add information in the Covering Units table according to your security privileges.

To keep the Covering Units table (`cdcover`) clear of expired records, the software purges the table of expired records any time a user accesses the table.

NOTE

If a unit is working on a call while covering for a different unit, the software takes no action in the Covering Units table. The software simply shows that the covering unit is no longer available. You must decide whether the covering relationship is more important than the covering unit's current call.

To add a record for a covering unit:

1. At the command line, enter **CU** and then press Enter. The Covering Units screen appears.

2. Select the **Add** option.
3. In the **Covered Unit** field, enter the code for the unit to which you are assigning a covering unit. Click the Lookup button (Ctrl+E) to display a list of valid unit codes.
4. In the **Covering Unit** field, enter the code for the covering unit. Click the Lookup button (Ctrl+E) to display a list of valid unit codes.
5. In the **Start Time** and **End Time** fields, enter a valid start time, end time, and date for the covering relationship.
6. Enter comments about the covering relationship as necessary. Then, click **Accept** (Alt+A).

Dispatching recommended units when canceling an incomplete response plan

If you cancel a response plan recommend because the plan is incomplete, the software reverts to the recommended unit plan and opens the recommended units list window. For example, suppose you dispatch a call for a call with the nature Structure Fire, and there is a response plan set up for that nature and address. If all the units required to fulfill the response plan are not available, you can click **Cancel** and the software reverts to recommended units.

The software runs the recommended unit plan that is the closest match for the response plan. Units already selected in the response plan sort to the top of any recommended unit plan for which they qualify. Selected units in the recommended units list are determined by the recommended unit plan. Therefore, units selected in the recommended units list might differ from those selected in the canceled response plan.

Using the Cross-Staffed Units Feature

The CAD Cross-Staffed Units feature is used to create and track groups of cross-staffed units.

This feature allows users, such as a Dispatch supervisor, to create groups of cross-staffed units when an agency does not have enough personnel at a station to operate all units in its possession at once. A Cross-Staffing group is created for the station, which tracks when the maximum personnel are dispatched, and automatically updates the status of the units in the group that are not dispatched when there are not enough personnel available to operate the units.

The Cross-Staffed Units feature enables the dispatchers to be aware of the statuses for units within a Cross-Staffing group, making it easier to decide which units to dispatch from the available stations.

To use the Cross-Staffed Units feature, complete the following:

- [“Creating a Cross-Staffing group” on page 211](#)
- [“Adding temporary personnel to a group” on page 214](#)
- [“Dispatching units in a Cross-Staffing group” on page 215](#)

Creating a Cross-Staffing group

Create a Cross-Staffing group to track units and available personnel within the group.

To create a Cross-Staffing group:

1. At the command line, enter **cdxsgrp**.

The Cross-Staffing Groups screen opens.

2. Click **Add**.
3. Complete the appropriate fields. For field definitions, see [“Fields in the Cross-Staffing Groups screen”](#) on page 212.
4. Click **Accept** (Alt+A) to save the record.

Fields in the Cross-Staffing Groups screen

The following describes fields on the Cross-Staffing Groups screen.

Group Number

Displays the Group ID Number that the software generates for the record when the group is created.

Group Name

Enter a unique identifier for the group. For example, Station 24.

To automatically populate the **Units** field with the units assigned to the station, in the **Group Name** field, enter the name of the station as it appears in the Station Codes table (cdstatn). If there are units assigned to the station that are already part of a Cross-Staffing group, then a message box opens stating which units could not be added due to being part of another Cross-Staffing group.

Maximum Dispatchable Personnel

Enter the maximum number of personnel that can be dispatched. For example, if the station with cross-staffed units has six personnel to operate those units, then enter **6**.

Current Callback Personnel

Enter the number of on-call personnel in the station, or use the Update Group (UG) command. For more information, see [“Adding temporary personnel to a group” on page 214](#).

Unit

Enter the Unit ID Number for the unit to add to the Cross-Staffing group, or use the Lookup button. At least two units must be added. Click **Detail** to open the detail window and add multiple records.

If the value in the **Group Name** field is the same as the name of the station (based on the station name in `cdstatn`), then the **Unit** field is automatically populated with the units assigned to the station. If there are units assigned to the station that are already part of a Cross-Staffing group, then a message box opens stating which units could not be added due to being part of another Cross-Staffing group.

Unit Kind

Displays the kind of unit. This field is populated based on the value in the **Unit Kind** field in the Units table (`cdunit`).

Persons Required

Displays the number of personnel required to operate the unit.

Depending on the setup established by your SAA, one of the following occurs:

- If one of the officers assigned has a status that is not available to staff the unit, then the officer is not counted in the persons required.
- The value in this field is set to 0, and personnel dispatched with the unit are not counted against the **Maximum Dispatchable Personnel** field.
- The value in this field is based on the value of the **Persons Required** field in the Units table (`cdunit`).

Primary Zone

Displays the primary zone for the unit. This field is populated based on the value in the **Primary Zone** field in the Units table (cdunit).

Station

Displays the station for the unit. This field is populated based on the value in the Station field in the Units table (cdunit).

Modifying a Cross-Staffing group

In the Cross-Staffing Groups screen, the **Group Name**, **Maximum Dispatchable Personnel**, **Current Callback Personnel**, and **Unit** fields can be modified, or the group can be deleted.

To modify a Cross-Staffing group, from the Cross-Staffing Groups screen, locate the record for the group, and then edit the desired fields. For more information, see [“Fields in the Cross-Staffing Groups screen” on page 212](#).

To modify the **Current Callback Personnel** field, see [“Adding temporary personnel to a group” on page 214](#).

To delete a record, from the main toolbar, click **Del**. A prompt box opens. To delete the group click **Yes**. Otherwise, click **Cancel**.

Adding temporary personnel to a group

Personnel can be added to a group temporarily if the maximum number within a group has been reached, and additional on-call personnel are in the station to assist.

To add temporary personnel to a group, do one of the following:

- In the Cross-Staffing Groups screen, in the **Current Callback Personnel** field, enter the number of on-call personnel in the station for the group, and then click **Accept** (Alt+A).
- At the command line, enter the Update Group (UG) command using the following format:

UG [grpname] [exprsnl]

where *grpname* is the group name for the group being assisted and *exprsnl* is the number of on-call personnel in the station for the group.

When the **Current Callback Personnel** field is completed, if a unit with the status of XBSY can be operated based on the new number of personnel in the group, then the status of the unit is updated to the status it had prior to XBSY.

When the units return from calls, and the available units can be operated solely by the personnel from the **Maximum Dispatchable Personnel** field, the value in the **Current Callback Personnel** field is changed to 0.

Example

Station 24 is answering a call for a structure fire with injuries. In the Cross-Staffing Groups screen, the value in the **Maximum Dispatchable Personnel** field is 6, and the group has three units: a pump truck which requires four personnel, a paramedic which requires two personnel, and a ladder truck which requires two personnel. The pump truck and paramedic are dispatched to the call. In the Unit Status window, the status for the ladder truck is changed to XBSY, because there are no personnel available to operate the truck.

The fire chief radios the Dispatch center to bring two on-call personnel into the station. Dispatch radios the personnel and uses the UG command to add two additional personnel to the group temporarily. The temporary personnel appear in the **Current Callback Personnel** field. In the Unit Status window, the ladder truck is changed to the status it had prior to XBSY, because there are now personnel available to operate the truck.

The paramedic completes the call and returns to the station. In the Cross-Staffing Groups screen, the value in the **Current Callback Personnel** field is changed back to 0, because there are now enough personnel available in the station to operate either the ladder truck or the paramedic without using anyone who is on call.

Dispatching units in a Cross-Staffing group

The availability of units in a Cross-Staffing group changes based on which units in the group are dispatched and the number of personnel available in the group.

The XBSY ten-code is used to assist dispatchers in determining which units they might not want to dispatch due to cross-staffing limitations.

4 Dispatching Units to Calls Using the Cross-Staffed Units Feature

When all personnel in a group are dispatched, in the Unit Status window, the value in the **Status** column is changed to XBSY for any units in the group that are not on a call.

XBSY status

CAD_1 Undispatched Calls (1)											CAD_1 Unit Status (1)			
Call	T	P	Nature	R	S	Address	City	Zone	Stat	Time	Unit	Zone	Time	Stat
4	I	2	Accident			3100 VETERANS DR	SFD	LS	RCVD	2.2Y	102	DET	2.2Y	ENRT
8	I	4	Alcohol Offense			100 S MAIN ST	SFD	LS	RCVD	15.7H	P3	EAST	2.8Y	ONDT
1	I	4	Theft			1001 COLLEGE ST	SFD	LSW	RCVD	2.2Y	M1	ENW	2.2Y	ONDT
5	I	5	Welfare Check			123 S MAIN ST	SFD	LS	RCVD	13.1m	E17	FC	2.2Y	ONDT
6	I	5	Welfare Check			123 S MAIN ST	SFD	LS	RCVD	8.8m	E3	FIN	2.8Y	ONDT
											E1	FNW		XBSY
											E2	FNW	1.4m	XBSY
											E96	FSW	1.4m	ENRT
											E4	FSW	2.8Y	BUSY
											S107	LC	2.8Y	ONDT
											103	LN	2.8Y	ONDT
											S109	LNE	2.8Y	ONDT
											109	LNW	2.2Y	ONDT
											170	LNW	2.2Y	ONDT
											307	LNW	2.8Y	ONDT
											3716	LNW	2.8Y	ONDT
											101	LNW	15.7H	ENRT
											108	LNW	2.8Y	BUSY
											110	LNW	2.8Y	BUSY
											111	LNW	2.8Y	BUSY
											130	LNW	2.8Y	BUSY

CAD_1 Dispatched Calls (1)											
Call	T	P	Nature	R	S	Address	City	Zone	Stat	Time	Units
2	I	2	Accident			333 S MAIN ST	SFD	LS	ENRT	2.2Y	102,101
3	f	2	Fire			818 SWEETWATER AVE	SFD	FS	ENRT	1.4m	E96

A unit with the status XBSY is changed back to the status it had prior to XBSY once other units in the group return and there are enough personnel available to operate the unit.

For example, a group containing units L1, F101, and E1 has a maximum of four personnel that can be dispatched. Unit L1 and unit E1 require two personnel each. Unit F101 requires one personnel. If unit F101 is dispatched to an arson, and unit E1 is dispatched to a structure fire, then the status for unit L1 changes to XBSY because there are not enough personnel available to operate the unit. When unit F101 completes the call and returns to the station, the status for unit L1 changes to the status it had prior to XBSY, because there are enough personnel available to operate either unit L1 or unit F101.

When a unit with the status XBSY is dispatched, a message box opens stating that the unit may be unavailable due to cross-staffing. Click **OK** or press Enter to close the message box.

NOTE

In the Dispatch Unit To A New Call screen, once the **Accept** button is clicked, dispatching the call cannot be canceled.

Adding the XStaff column

In the Unit Status window, the **XStaff** column assists dispatchers in determining the Cross-Staffing group to which a unit belongs. By default, the **XStaff** column is not displayed. However, the column can be added.

To add the **XStaff** column:

1. Right-click anywhere in the Unit Status window.

A menu opens.

2. Select **Cad Column Configuration**.

The Column Chooser dialog box opens.

3. Select the **XStaff(Cross-Staff Group)** check box.

4. Click **OK**.

The Column Chooser dialog box closes, and the **XStaff** column appears in the Unit Status window.

XStaff column

CAD_1 Unit Status (1)				
Unit	Zone	Time		XStaff
102	DET	2.2Y	ENRT	
P3	EAST	2.8Y	ONDT	
M1	ENW	2.2Y	ONDT	
E17	FC	2.2Y	ONDT	
E3	FN	2.8Y	ONDT	
E1	FNW	11.6m	XBSY	Springfield Fire
E2	FNW	11.6m	XBSY	Springfield Fire
E96	FSW	11.6m	ENRT	Springfield Fire
E4	FSW	2.8Y	BUSY	
S107	LC	2.8Y	ONDT	
103	LN	2.8Y	ONDT	
S109	LNE	2.8Y	ONDT	
109	LNW	2.2Y	ONDT	
170	LNW	2.2Y	ONDT	
307	LNW	2.8Y	ONDT	
3716	LNW	2.8Y	ONDT	
101	LNW	15.8H	ENRT	
108	LNW	2.8Y	BUSY	
110	LNW	2.8Y	BUSY	
111	LNW	2.8Y	BUSY	
130	LNW	2.8Y	BUSY	

Using the list of recommended units

When a call is being dispatched and the list screen with recommended units opens, a **U** might be displayed next to one or more units in the list.

dispatch									
Complete 1 of 1 Units, 1 of 0 Staff, 1 of 1 MDC Sort=DISP AGEN KIND STN ZONE STS PROX TIME									
	Unit	Agcy	Kind	Station	Zone	Stat	Sf	Time	Equipment
<input checked="" type="checkbox"/>	109	SPD	MDC	SPD Stati	LNW	ONDT	1	16.3m	
<input type="checkbox"/> U	105	SPD	PATRL	SPD HQ	LS	ONDT	2	17.8H	Patrol Vehicle
<input type="checkbox"/> U	128	SPD	DET	SPD HQ	LE	ONDT	1	1.7m	
<input type="checkbox"/>	112	SPD	LEP	SPD HQ	LW	ONDT	1	1.5Y	
<input type="checkbox"/>	111	SPD	LEP	SPD HQ	LNW	BUSY	1	1.5Y	
<input type="checkbox"/>	130	SPD	LEINV	SPD HQ	LNW	BUSY	1	1.5Y	

Begin

Prev Page

Next Page

End

Reduce

Mark All

Clear All

Toggle

Accept

Cancel

User

OVR Rec 1 of 6

The U signifies that the status for the unit will be changed to XBSY if the default unit selected for dispatch is dispatched to the call. This occurs if the default unit and other units in the list are part of a Cross-Staffing group, but there are not enough personnel available to dispatch all the units listed.

By default, any units with the XBSY status at the time a call is dispatched do not appear in the list screen. However, your SAA can modify the XBSY ten-code to allow those units to appear in the list so they can be dispatched.

By default, if there are not enough units available to meet the personnel requirements for the call, then the list screen displays units that do not meet the unit kind and personnel requirements. However, your SAA can set up the list screen to display only those units that meet the unit kind and personnel requirements. For more information, see [“Dispatching Recommended Units” on page 190](#). Contact your SAA to confirm the settings for your agency.

Opening Multiple Dispatch Unit Screens

CAD lets you have many screens open at the same time so that you can perform several tasks without losing any information. For example, if you are dispatching a call and receive a different call that you need to dispatch immediately, you can open a second Dispatch Unit screen.

To open more than one Dispatch Unit screen:

1. Open the Dispatch Unit screen and start dispatching a call.
2. Activate the CAD Status screen by doing one of the following:
 - Click a visible part of the CAD Status screen. Then, enter DC at the command line and then press Enter.
 - Right click an empty part of the Dispatch Unit screen. The task manager appears.
Click the CAD(1) item to display the CAD Status screen. Then, enter DC at the command line and then press Enter.
 - Press the numeric keypad key that you assigned the DC command. If you are using the standard keypad layout, press 2. (For instructions, see [“Using the CAD Keypad” on page 353.](#))

An empty Dispatch Unit screen appears.

3. Enter the necessary information for dispatching the second call, and click **Accept** (Alt+A).
4. Go back to the original Dispatch Unit screen.
5. Enter information in the previous Call record. Then, click **Accept** (Alt+A).

Changing Your Dispatcher Position or Zone

Depending on the size and organization of your agency or dispatch center, the CAD screen on your PC might not show all incoming calls. For example, if you are responsible for dispatching calls for a specific zone, your screen shows only calls for that zone.

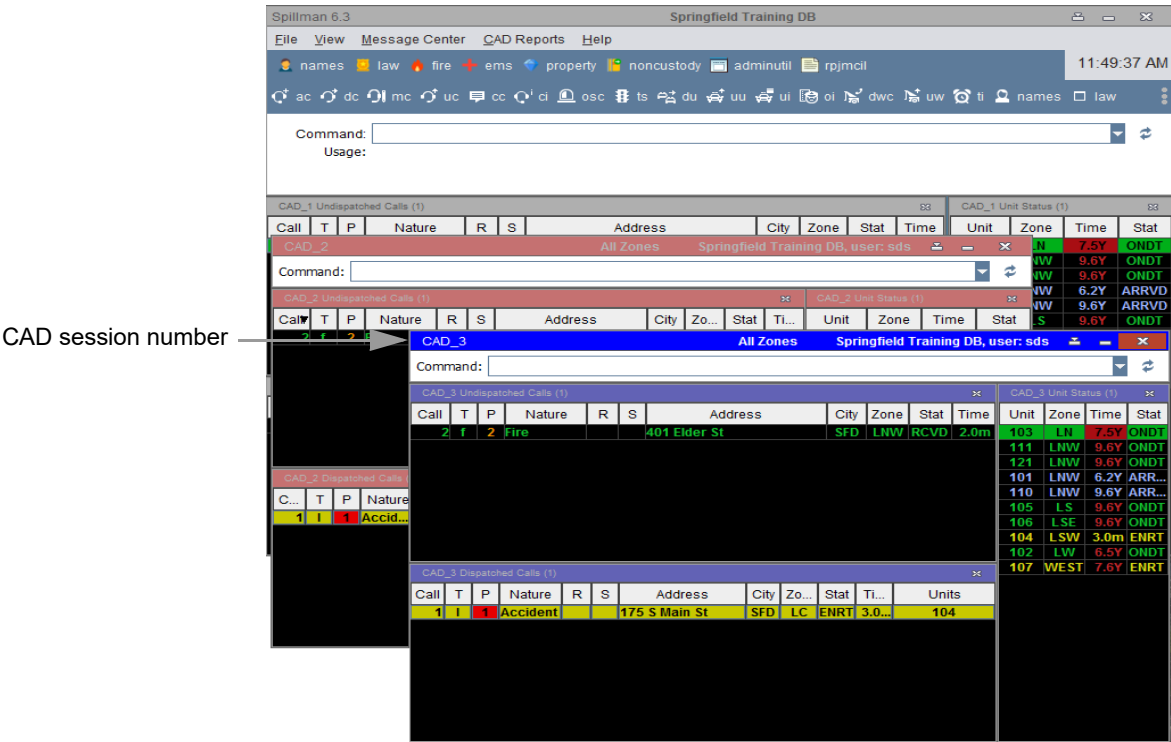
Occasionally, you might need to fill in for other dispatchers, and you can add their zones or positions to your own. You can also replace your normal responsibility with the zone or position of a different dispatcher.

You can open multiple, independent sessions of CAD to track the calls for which you are responsible. When you open a new session of CAD, that session uses your default dispatch responsibilities as determined in the Dispatch Positions table (`cdpos`).

You can use the DR command within a given CAD session to modify the dispatch responsibilities for that session. When you use the DR command to change dispatch responsibilities, the software saves the responsibilities so that they appear the next time you open that session of CAD.

To open an additional CAD session

To open an additional CAD session, enter **CAD** at any command line. Each CAD session is distinguished by color and has a unique session number, as in the following sample. The first open CAD session is CAD_1, the second session is CAD_2, the third session is CAD_3, and so on.



NOTE

Your SAA determines how many sessions of CAD you can run at one time. If you reach the maximum number of CAD sessions, a message is displayed, notifying you that the maximum number of CAD sessions has been reached.

To open an additional status window in a CAD session, right-click the word Command and select the window from the list that appears. For example, select **New Dispatched Calls Window**.

To add a zone or position

To add a zone or position to your responsibilities:

1. At the command line, enter **dr a** followed by the code(s) of the other zones or position(s). For, example, if dispatcher 2 goes on break, enter **dr a** followed by dispatcher 2's position code.
2. Press Enter. All calls for the other dispatcher(s) appear on your screen.

To replace a zone or position

To replace your responsibilities with those of a different dispatcher, at the command line, enter **dr** **r** followed by the code of the other zone or position. All calls for the other dispatcher appear on your screen.

To reset your responsible zones to those originally assigned to you, at the command line, enter **dr**. Logging off also resets your responsible zones to those originally assigned to you.

Customizing the CAD command center of a new CAD session

To help save space on your screen, the command center of each new session of CAD displays only the following items:

- Title bar
- Command line
- Refresh button
- Compaction, Minimize, and Close buttons

You can determine whether the additional CAD sessions display the usage line. To show or hide the usage line, select the command **Show usage on additional sessions** from the **CAD** menu. When a check mark appears beside the command, the software displays the usage line. By default, CAD does not display the usage line in additional CAD sessions.

When you click the Compaction button in an additional CAD session, the command center displays only the title bar and the Compaction, Minimize, and Close buttons, as in the following sample.

Compact command center

CAD_2 All Zones Springfield Training DB, user: sds													
CAD_2 Undispatched Calls (1)										CAD_2 Unit Status (1)			
Call	T	P	Nature	R	S	Address	City	Zo...	Stat	Time	Unit	Zone	Time
2	1	2	Fire			401 Elder St	SFD	LNW	RCVD	1.6H	103	LN	7.5Y
											111	LNW	9.6Y
											121	LNW	9.6Y
											101	LNW	6.2Y
											110	LNW	9.6Y
											105	LS	9.6Y
											106	LSE	9.6Y
											104	LSW	1.7H
											102	LW	6.5Y
											107	WEST	7.6Y
CAD_2 Dispatched Calls (1)													
C...	T	P	Nature	R	S	Address	City	Zo...	Stat	Time	Units		
1	1	1	Accid...			175 S Main St	SFD	LC	ENRT	1.7H	104		

NOTE

For more information on the Compaction button, see the “Using the Spillman Command Center” section in the *RMS User Manual*.

To reposition a CAD session on the screen, click anywhere in the command center and drag it to the desired location on the screen. To reposition an individual CAD window on the screen, click the title bar and drag it to the desired location. Spillman saves the changes so that the CAD sessions and windows appear in the same location each time you open them.

Viewing Officer and Unit Information

This section describes how to view information about a specific unit or officer. Unit information appears on the Display Unit Information screen and officer information appears on the Display Officer Information screen.

Viewing unit information

To view unit information:

1. Do one of the following:
 - At the command line type **UI** followed by the unit number, for example: **UI 112**.
 - On the CAD toolbar, click **UI**.
 - Right-click a Unit record in the Unit Status window, and then select **Unit Information** from the menu that appears.

The Display Unit Information screen opens.

The screenshot shows the 'Display Unit Information' window. At the top, there's a menu bar with 'File', 'Edit', 'Search', 'Tools', and 'Help'. Below the menu bar is a toolbar with 'Accept', 'Cancel', and 'Previous' buttons. The main area displays information for Unit 104. The 'Unit' field is set to 104, and the 'Desc' is 'Springfield Police'. Other fields include 'Kind' (LEP), 'Type' (I), 'Agency' (SPD), 'Zone' (LSW), 'Station' (SPD HQ), 'Status' (ENRT), 'for' (3.5H 's), 'Call #' (11), 'Nature' (Accident), 'Location' (175 S Main St), 'Time Assigned' (11:46:34 04/21/16), and 'Incident #' (). Below this, there's a table for 'Officer(s)' with columns for 'Stat', 'Code', 'Pager', 'Phone', and 'Contact Info'. The table shows one officer, L. Hauer, with Stat AA, Code 104, Pager 609-888-0005, Phone (234)555-7612, and Contact Info 555-934-1255. At the bottom, there's a status bar with 'User: sds' and 'OVR'.

Unit	Desc	Kind	Type	Agency	Zone	Station	Status	for	Call #	Nature	Location	Time Assigned	Incident #
104	Springfield Police	LEP	I	SPD	LSW	SPD HQ	ENRT	3.5H 's	11	Accident	175 S Main St	11:46:34 04/21/16	

Officer(s)	Stat	Code	Pager	Phone	Contact Info
L. Hauer	AA	104	609-888-0005	(234)555-7612	555-934-1255

TIP

If you did not specify a unit number at the command line, an empty screen appears. Click the Lookup button (Ctrl+E) next to the **Unit** field and select the correct unit from the list. Spillman displays information about the selected unit.

The Display Unit Information screen displays the unit's status, description, kind, type, agency, zone, and assigned officers. If the unit is assigned to a call, the screen also displays the call number and nature.

2. After you view the unit information, click **Accept** (Alt+A).

Viewing officer information

Use the Officer Information (OI) command to view the information for an officer.

The OI command uses the following format:

```
oi {officer_code_or_name}
```

To view the information for an officer:

1. Do one of the following:
 - At the command line, enter the OI command with the officer code or name.

The Display Officer Information screen opens and the information for the officer is populated. Continue to step 3.

- At the command line, enter **OI**, or from the CAD toolbar click **OI**.

The Display Officer Information screen opens. Continue to step 2.

2. In the **Officer(s)** field, enter the officer's code or name, or select a name from the drop-down list.

The information for the officer is displayed, including the officer's assigned unit, agency, station, status, shift, and contact information. If the officer's unit is assigned to a call, then the call number and nature are also displayed. In the **Contact Info** field, the first contact for the officer is displayed.

3. Review the information for the officer.
4. To view additional contact information, in the **Contact Info** field, press Ctrl+E.

The contact information is displayed in a separate window.

555-234-9686	- Mothers Number
555-234-5432	- Pager Number
555-234-1900	- Cell Phone
<input type="button" value="✓ Accept"/> <input type="button" value="⊗ Cancel"/>	

- To return to the Display Officer Information screen, click **Accept** (Alt+A).
- When finished, click **Accept** to close the screen.

Viewing officer information

To view officer information:

- Do one of the following:
 - At the command line type **OI** followed by the name of the officer, for example: **OI L Hauer**.
 - On the toolbar, click **OI**.
 - Right-click a Unit record in the Unit Status window, and select **Officer Information** from the menu that appears.

The Display Officer Information screen opens.

The screenshot shows the 'Display Officer Information' window. The top menu bar includes File, Edit, Search, Tools, and Help. Below the menu is a toolbar with buttons for Accept, Cancel, and Previous. The main area displays information for Unit 101, Springfield Police. The unit details include Kind (LEADM), Type (I), Agency (SCSO), Zone (LHW), and Station. The status is ARRVD for 6.2Y's. The call number is MDC: pl=AB*. The location is Time Assigned. The incident number is 101. The officer(s) section shows Gordon with Stat AA, Code 101, Pager 555-7245, and Phone (234)555-1784. The contact info section shows 555-234-9686. The bottom status bar shows 'User: sds | Unit status table ref's unknown active call (callid= C248, type=I) OVR'.

Unit	Desc	Kind	Type	Agency	SCSO	Zone	Station
101	Springfield Police	LEADM	I	SCSO		LHW	

Status	for	Shift	Day
ARRVD	6.2Y's		

Officer(s)	Stat	Code	Pager	Phone
Gordon	AA	101	555-7245	(234)555-1784
Spillman	AA	SDS		() -

Contact Info
555-234-9686

TIP

If you did not specify an officer name at the command line, an empty screen appears. Click the Lookup button (Ctrl+E) next to the **Officer(s)** field and select the correct officer from the list. Spillman displays information about the selected officer.

The Display Officer Information screen displays the officer's assigned unit, agency, station, status, shift, and contact information. If the officer's unit is assigned to a call, the window also displays the call number and nature. The **Contact Info** field displays the first contact Detail record for the selected officer.

2. To view additional contact information for the selected officer, move the cursor to the **Contact Info** field. Then, press Ctrl+E. The contact information appears in a separate window.

555-234-9686	- Mothers Number
555-234-5432	- Pager Number
555-234-1900	- Cell Phone
<input type="button" value="✓ Accept"/> <input type="button" value="⊗ Cancel"/>	

3. To return to the Display Officer Information screen, click **Accept** (Alt+A).
4. After you finish viewing the officer information, click **Accept** (Alt+A).

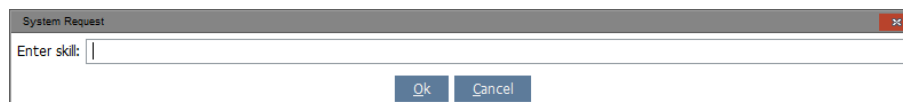
Performing a Skill Search

If you need to dispatch an officer who has a particular skill, perform a skill search to see a list of available officers. To do this, use the Skill Search (SS) command to search the Employee table for officers who have a specific skill.

To perform a skill search:

1. At the command line, type **ss** and press Enter.

A dialog box opens prompting to enter the desired skill.

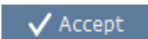
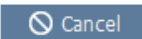


A screenshot of a 'System Request' dialog box. It has a title bar with 'System Request' and a close button. Inside, there is a text input field labeled 'Enter skill:'. Below the input field are two buttons: 'Ok' and 'Cancel'.

2. Enter the code for the desired skill, for example: **ARSN** for Arson Investigator. You can also press Ctrl+E to view a list of skill codes and select the desired skill from the list.
3. Click **OK** or press Enter.

The software searches for records of persons who have the selected skill. If any Employee records list that skill, a window opens that lists the names of all applicable personnel.

B Pratt	- 102	409-825-0098	(234) 555-6123	ONDT 102
S Fowler	- 112	555-7254	(234) 555-2388	OFFDT 112

4. Click **Accept** (Alt+A) to accept the employee and close the window. Spillman displays the skill search dialog box.
5. Perform a different search by repeating steps 2–4, or click **Cancel** (Alt+C) to close the dialog box.

Searching for Hazardous Materials

When you dispatch a call to a business or public building, you can search for hazardous materials at that address. If hazardous materials exist, you can alert the responding officers. You can perform a search for hazardous areas if your agency uses the Premises Information module.

To search for hazardous materials:

1. Do one of the following:
 - From the Tree Menu, select **Premises Information Menu > Premises Information table**.
 - At the command line, enter **prem**.

The Premises Information screen opens.

Hazard field →

Premises					
Premises ID					Hazard
Common Name					
Address					
City		ST		ZIP	

Businesses			
	Type	Start Date	End Date
		//	//
		//	//
		//	//

2. Select the **Srch** option.
3. Enter search criteria in the appropriate fields. For example, enter the name of the business or building in the **Lst** field of the **Name** block. You can also enter the address of the building in the **Adr** field of the **Name** block.
4. After you finish entering search criteria, click **Accept** (Alt+A).
5. The **Hazard** field indicates whether hazardous materials are found on the premises.
6. To open a detail window that shows the hazardous materials on the premises, select the **Haz** option. For more information about viewing information about hazardous materials, refer to the *Premises Information Manual*.
7. To return to the Premises Information screen, select the **Exit** option.
8. Select **Exit** again to return to the CAD Status screen.

Chapter 5

Updating and Modifying Calls and Units

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Overview

After you dispatch units to a call, you must update the status of the call as the units perform their work on the call. After all units complete their work on the call, Spillman removes that call from the **Dispatched Calls** window.

This chapter also describes how to modify both active and closed calls, how to change the responsible unit, and how to perform other tasks related to modifying Call or Unit records. See the following table to quickly find the information you need.

To learn how to	See
Update the status of units or calls as the units perform work on a call	“Updating Calls and Units” on page 233
Add comments to a call	“Understanding Call Comments” on page 242
Modify an active call, for example, modify the call type	“Modifying Active Calls” on page 248
Replace one unit with a different unit	“Exchanging Units on a Call” on page 256
Change the responsible unit	“Changing the Responsible Unit” on page 258
Reset the timer for a unit or call	“Resetting the Timer for a Unit or Call” on page 260
Add information to Call records for closed calls	“Modifying Closed or Completed Calls” on page 262
Create records for more than one agency	“Creating Records for Multiple Agencies” on page 266
Assign a unit to more than one call	“Assigning a Unit to Multiple Calls” on page 268
Change the zone or station of a unit	“Updating Unit Information” on page 269
Update information about an officer, such as the unit that the officer is assigned to or the officer’s pager number	“Updating Officer Information” on page 271

Updating Calls and Units

This section describes how to update the status of calls and units. You have the following options.

- To update the status of all units assigned to the same call, use the UC (Update Call Status) command as described in [“Updating a call” on page 233](#). The UC command changes the call’s status as well the status of all units assigned to the call.
- To update the status of some, but not all, of the units assigned to a call, use the UU (Update Unit Status) command as described in [“Updating units” on page 236](#). When you update the unit that is responsible for a call (the responsible unit), the software also updates the status of the call itself.
- To update the status of a unit not dispatched to a call, to remove a unit from a call, or to place a unit on duty, use the radio log. For instructions, see [“Making Radio Log Entries” on page 303](#).

Updating a call

Use the UC (Update Call Status) command to update the status of a call. The software automatically updates the status of all units assigned to the call. Updating the status resets all applicable call and unit timers.

Use the Update Call Status screen to update a call.

Opening the Update Call Status screen

Open the Update Call Status screen by using one of the following methods:

- In the Dispatch Calls window, highlight the call that you want to update. Then, click **UC** on the toolbar. Spillman opens the Update Call screen and enters the number and type of the selected call. To continue, you must confirm that the screen displays the correct call as described in [“Updating the status of a call” on page 234](#).
- In the Dispatch Calls window, highlight the call that you want to dispatch. Then, enter **UC** at the command line and press Enter. Spillman opens the Update Call screen and enters the number and type of the selected call. To continue, you must confirm that the screen displays the correct call as described in [“Updating the status of a call” on page 234](#).
- Right-click a Call record in the Undispatched Calls or Dispatched Calls window, and select **Update Call** from the menu that appears.

- At the command line, enter **UC** and then press Enter. By adding the following types of information to the UC command, you do not need to confirm that the screen displays the correct call:
 - To update the status of the call that is currently selected in the Dispatched Calls window, enter the UC command followed by a space and then a period (.). For example, enter: **UC .**
 - To update the status of a call that is not selected in the Dispatched Calls window, enter the UC command followed by the number of the call that you want to update. For example, enter **UC 14L**.
 - To update the call to a specific status, enter the UC command followed by the number of the call and a status code. (If you do not specify a new status for the call, Spillman updates the status of the call according to a status sequence defined by your SAA.) For example, to update call 14l to a status of *ARRV Arrived*, enter: **UC 14L ARRV**.

Updating the status of a call

To update the status of a call:

1. Open the Update Call screen as described in [“Opening the Update Call Status screen” on page 233](#).
2. Make sure that the correct call appears in the **Call #** field.

If you did not enter call information at the command line, Spillman displays the number and type of the call that is highlighted in the Undispatched Calls or Dispatched Calls window. To continue, you must confirm that the screen displays the correct call.

The screenshot shows the 'Update Call Status' window. The 'Call #' field is populated with '14L'. The 'Current Status' field is empty. The 'New Status' field is empty. The 'Description' field is empty. The 'Incident Information' section has 'Incident' set to 'ARRV', 'Disposition' set to 'ARRV', and 'As Observed' set to 'ARRV'. The 'Nature' field is empty. The 'Time' field is empty. The 'Unit' field is empty. The 'Agency' field is empty. The 'Clearance Code' field is empty. The status bar at the bottom shows 'User: sds' and 'OVR'.

Depending on whether the software displays the correct call number, move the cursor to the next field or enter the correct call number.

If	Do this
The Call # field displays the correct call	Press Tab or Enter. Spillman displays call information in the appropriate fields.
The Call # field <i>does not</i> display the correct call	<p>Enter the correct call number and type in the field. To change the call number:</p> <ol style="list-style-type: none"> 1 Click the Lookup button (Ctrl+E). A list of active calls appears. 2 Select the correct call from the list. <p>After you enter a different call, Spillman displays call information in the appropriate fields.</p>

The information for the selected call is displayed. In the New Status field, the next status for the call is populated..

The screenshot shows the 'Update Call Status' window. At the top, there's a menu bar with 'File', 'Edit', 'Search', 'Tools', and 'Help'. Below the menu bar is a toolbar with 'Update Call Status', 'Accept', 'Cancel', and 'Previous' buttons. The main area contains the following fields:

- Unit(s): 104
- Call #: 1
- Nature: Accident
- Current Status: ENRT
- New Status: ARRVD (dropdown menu)
- Time: 15:52:47 04/21/16
- Description: Arrived on Scene
- Incident Information section:
 - Incident: (empty text box)
 - Disposition: ACT (dropdown menu)
 - As Observed: (empty text box)
 - Unit: 104
 - Agency: SPD
 - Clearance Code: (empty text box)

At the bottom, there's a status bar showing 'User: sds' and 'OVR'.

3. Make sure the correct status appears in the **New Status** field.

If you did not enter status information at the command line, Spillman selects a status according to a status sequence defined by your SAA. To change the status, move the cursor to the **New Status** field and enter the correct status code. You can also click the Lookup button (Ctrl+E) and select the correct status code from the list.

4. If you have received additional or updated information, enter that information in the appropriate fields.

TIP

For a description of the fields on the Update Call Status screen and the type of information to enter in each field, see [“Fields on the Update Call Status Screen” on page 522](#).

5. Click **Accept** (Alt+A). Spillman updates the status of the call and all units assigned to the call.

Updating units

Use the UU *Update Unit Status* command to update the status of a unit or multiple units assigned to the same call. If you update the status of the call’s responsible unit, the software updates the status of the call.

NOTE

Do not use the UU command to simultaneously update the status of units that are assigned to different calls. If you do this, the software assigns all the units to the call you specify.

Use the Update Unit Status screen, also called the Update Unit screen, to update unit statuses.

Opening the Update Unit screen

Open the Update Unit screen by using one of the following methods:

- In the Dispatch Calls window, highlight the call to which the appropriate unit is assigned. Then, click **UU** on the toolbar. Spillman opens the Update Unit screen and enters the numbers of all units assigned to the call. To continue, you must confirm that the screen displays the correct unit or units as described in [“Updating the status of a unit” on page 237](#).
- In the Dispatch Calls window, highlight the call to which the appropriate unit is assigned. Then, enter **UU** at the command line and then press Enter. Spillman opens the Update Unit screen and enters the numbers of all units assigned to the call. To continue, you must confirm that the screen displays the correct unit or units as described in [“Updating the status of a unit” on page 237](#).
- Right-click a Unit record in the Unit Status window, and select **Update Unit** from the menu that appears.

- At the command line, enter **UU** and then press Enter. By adding the following types of information to the UU command, you do not need to confirm that the screen displays the correct unit:
 - To update the status of a unit that is assigned to the call that is currently selected in the Dispatched Calls window, enter the UU command followed by a period (.). For example, enter **UU .** at the command line.
 - To update the status of a unit that is assigned to a call that is *not* selected in the Dispatched Calls window, enter the UU command followed by the number of the unit that you want to update. For example, enter **UC L4.**

TIP

To enter more than one unit, enter the unit names separated by a comma but no space. For example, enter **L1,L2,E3.**

- To update the unit to a specific status, enter the UU command followed by the number of the unit and a status code. (If you do not specify a new status for the unit, Spillman updates the status of the unit according to a status sequence defined by your SAA.) For example, to update unit E4 to a status of ENRHS *En route to the hospital*, enter **UU E4 ENRHS.**

Updating the status of a unit

To update the status of a unit:

1. Open the Update Unit screen as described in [“Opening the Update Unit screen” on page 236](#).
2. Make sure that the correct unit (or units) appears in the **Unit(s)** field.

If you did not enter unit information at the command line, Spillman displays the number of the unit (or units) assigned to the call that is

5 Updating and Modifying Calls and Units

Updating Calls and Units

highlighted in the Dispatched Calls window. To continue, you must confirm that the screen displays the correct unit.

Depending on whether the software displays the correct unit number, move the cursor to the next field or enter the correct unit number.

If	Do this
The Unit(s) field displays the correct unit or units	Press Tab or Enter. Spillman now displays call information in the appropriate fields.
The Unit(s) field <i>does not</i> display the correct unit or units	<p>Enter the correct unit or units in the field. You have the following options:</p> <ul style="list-style-type: none"> • Enter the unit number(s) in the field. If you enter more than one unit number, separate them by a comma but no space. • Click the Lookup button (Ctrl+E) and select a unit from the list. To select more than one unit, repeat this step as needed. • Erase one or more of the units displayed in the field. To erase a unit, highlight that unit's number (including the preceding comma) and press the DELETE key. <p>After you modify the unit numbers, Spillman displays call information in the appropriate fields.</p>

The following illustration shows the Update Unit screen. The screen displays call and unit information and the cursor rests in the **New Status** field.

3. Make sure the correct status appears in the **Status** field.

If you did not enter status information at the command line, Spillman selects a status according to a status sequence defined by your SAA. To change the status, use one of the following methods:

- Move the cursor to the **Status** field. Then, enter the correct status code.
- With the cursor in the **Status** field, click the Lookup button (Ctrl+E). A list of status codes appears. Select the correct status code from the list.

4. If you have received additional or updated information, enter that information in the appropriate fields. If you modify the **As Observed** field, the software updates the related Incident records accordingly.

TIP

For a description of the fields on the Update Unit screen and the type of information to enter in each field, see ["Fields on the Update Unit Screen" on page 523](#).

5. Click **Accept** (Alt+A).

Spillman updates the status of the unit or units.

If you update the status of the responsible unit (the unit listed in the **Unit** field in the Dispatched Calls window), the software updates the status of both the call and the unit.

If a unit is not the responsible unit but is the first to show a new status, the software always updates the unit status. Spillman might or might not update the call status, depending on how your SAA configures the software. Your SAA can set up Spillman to do one of the following:

- Update the status of the call when the first unit shows a new status. For example, the software updates the status of the call to *ARRVD Arrived* when the first unit arrives on the scene.
- Update the status of the call when the responsible unit shows a new status. For example, the software does not update the status of the call to *ARRVD Arrived* until the responsible unit arrives on the scene.

Errors for UC and UU commands

The following error might occur when you update the status of a unit if your SAA has set the `cdinput` application parameter to `True`:

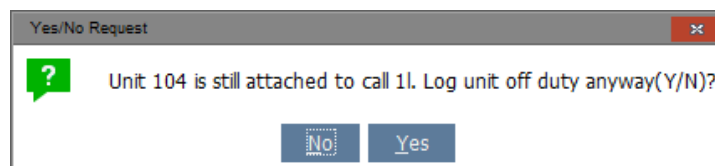
- After you enter a Nature code for a new call, Spillman displays that call in the Undispatched Calls window. At this point, any dispatcher can dispatch units to the call. However, Spillman does not create an incident for the call until the person adding the call saves the Call record. If a user completes the call before the Call record is saved, depending on the settings established by your SAA, the following message might be displayed:

Active call has already completed. Call zone incident not created.

Although Spillman created an incident for the call and the unit, it did not create a call zone incident. For future reference or reports, you might want to create an incident for the call zone. To create an incident for the call zone, see [“Manually Creating Incidents” on page 276](#).

Clearing units from active calls before logging units off duty

If you try to change a unit’s status to Off Duty (`OFFDT`) while that unit is still assigned to an active call, the software displays a prompt similar to one of the following:



If you receive this message, select **Yes** or **No** depending on your agency's policies.

- Click **No** or press Enter to leave the unit on duty. Then, complete the active calls to which the unit is assigned before you try to change the unit's status to Off Duty (OFFDT).
- Your agency might specify certain conditions under which a unit can be off duty even though it is attached to an active call. If this is the case, you can click **Yes** or enter **Y** and then press Enter to have the software change the unit's status to Off Duty (OFFDT).

The prompt that you receive depends on how your SAA set the `cdoffdt` application parameter.

The prompt reappears until you complete all the active calls to which the unit is assigned.

NOTE

If you try to change the status of multiple units to OFFDT at the same time, the software displays a prompt for each specified unit that is attached to an active call.

Understanding Call Comments

Call comments are displayed in the Info field of the Call record. The Call Comments window allows comments to be seen as they are being entered. If state returns are attached to a call, then the state return information is also viewed in the Call Comments window. For more information, see [“Viewing state returns attached to a call” on page 127](#).

The screenshot shows a window titled "Call Comments call# 2 - Fire". At the top, there are input fields for "Call#:" (containing "2"), "Nature:" (containing "Fire"), "Type:" (containing "f"), "Priority:" (containing "2"), "Location:" (containing "401 Elder St"), and "Zone:" (containing "LNW"). Below these fields is a tab labeled "Call Information". The main area of the window is a large text box for comments. At the bottom, there are three buttons: "Post & Refresh", "✓ Accept", and "⊗ Cancel".

Whether the Call Comments window was opened from a unit, or from a call, the window is the same. The title bar of the Call Comments window contains the Call number, the nature, and the address of the call. The **Call Information** tab displays all previously posted comments in order of oldest to most recent. The most recent comment will always be visible at the bottom of the posted comments area. The small text area at the bottom of the tab is the **Add Comments** area.

Call comments are refreshed with each CAD refresh. When comments are refreshed, new comments are displayed in red text.

Adding call comments

Short comments can be added directly from the command line, or longer comments can be entered in the Call Comments window.

To enter additional comments for an active call without opening the Call record, use the Call Comments (CC) command. When call comments are viewed, the comments appear for all call types that exist for a call number. For example, comments added for call 33e also appear for call 33f.

Adding a short comment

To enter a short comment for a call, enter a command in the following format at the command line:

```
CC [call#{type} { }.comment]
```

NOTE

The period before the comment is optional. Entering a period lets you achieve consistency with other CAD commands that contain a comment.

For call 5l (call number 5, enter law), you might enter the following command:

```
CC 5l Unit requesting backup
```

Adding a long comment

To add a long comment:

1. Open the Add Comments to a Call screen by doing one of the following:
 - On the toolbar, click **CC**.
 - Right-click a Call record in the Undispatched Calls or Dispatched Calls window, and select **Call Comments** from the menu that appears.
 - At the command line, enter **CC** and press Enter.

TIP

To enter call comments for a call other than the call that is currently highlighted in the **Undispatched Calls** or **Dispatched Calls** window, enter **CC** followed by the call number. For example, enter **CC 11e** and then press Enter.

2. Make sure that the correct call number appears in the **Call #** field.

If you did not enter call information at the command line, Spillman displays the number and type of the call that is highlighted in the Undispatched Calls or Dispatched Calls window. To continue, you must confirm that the screen displays the correct call. Depending on

whether the software displays the correct call number, move the cursor to the next field or enter the correct call number.

If	Do this
The Call # field displays the correct call	Press Tab or Enter. Spillman displays call information in the appropriate fields.
The Call # field <i>does not</i> display the correct call	<p>Enter the correct call number in the field. You have the following options:</p> <ul style="list-style-type: none"> • Enter the call number in the field. • Click the Lookup button (Ctrl+E) and select a call from the list. <p>After you enter a different call, Spillman displays call information in the appropriate fields.</p>

3. Enter your comments in the **Additional Comments** field. You can enter up to five lines of text with 70 characters in each line. Press Enter to move the cursor to the following line. You might see line breaks within words while entering text. However, when you save the comments, the software adjusts the line breaks to fall between words. If you want to add a line space without posting the comment, press Ctrl+Enter.
4. After you finish adding comments, click **Accept** (Alt+A). The software appends the comments to the call's existing comments (if any) and stamps the comments with the time, the date, and your dispatcher code. The cursor returns to the command line.

Adding call comments for a unit

The CCU (Call Comments Unit) command allows you to enter call comments generated by a specific unit. To use this command, you need to know only the unit number for which you want to enter the comments. You do not need to know the call number to which the comments apply, as you do for the CC command.

The comments are added to all call types that exist for the call on which the unit is currently working. For example, comments added for call 33e also appear for call 33f.

Entering a short comment for a unit

You can enter short comments directly from the command line, or you can enter longer comments through a Call Comments window.

To enter a short comment for a unit, enter a command in the following format at the command line:

CCU [unit# {.}comment]

NOTE

The period before the comment is optional. Entering a period lets you achieve consistency with other CAD commands that contain a comment.

For unit L2, you might enter the following command:

CCU L2 Unit requesting backup

Entering a long comment for a unit

To enter a long comment for a unit, open a Call Comments window.

To enter a long comment for a unit:

1. Open the Add Comments for a Unit screen.

To open the screen and add a comment for	Do this
Any unit <i>that is currently assigned to a call</i>	Right-click the Unit record in the Unit Status window, and select Call Comments from the menu that appears.
The unit that is currently highlighted in the Unit Status window	At the command line, enter CCU and press Enter. Spillman opens the Add Comments for a Unit screen and displays information about the unit's current call.
A unit that is not highlighted in the Unit Status window	At the command line, enter CCU followed by the unit number. For example, enter CCU L1 . Spillman opens the Add Comments for a Unit screen and displays information about the unit's current call. NOTE: You can enter the text of the comment after the unit number. For example, enter CCU L1 Requesting backup .

2. Enter your comments in the **Additional Comments** field. You can enter up to five lines of text with 70 characters in each line. Press Enter to move the cursor to the following line. You might see line breaks within words while entering text. However, when you save the comments, the software adjusts the line breaks to fall between

words. If you want to add a line space without posting the comment, press Ctrl+Enter.

3. After you finish adding comments, click **Accept** (Alt+A). The software appends the comments to the call's previous comments and stamps the comments with the time, the date, and your dispatcher code. The cursor returns to the command line.

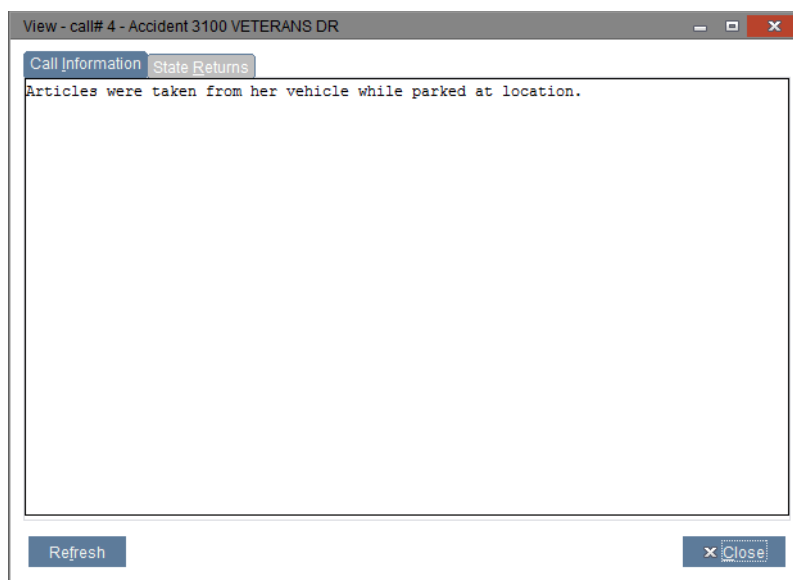
Viewing call comments

When new comments are added to a call, the text in the **Status** column of the Undispatched Calls and Dispatched Calls windows turns red to indicate that there are unread comments.

To view call comments:

1. At the command line, enter **VI** followed by the call number. For example, enter **VI 4e**, and then press Enter.

A view window opens and the call comments are displayed.



2. To return to the CAD Status screen, click **OK** or press Enter. After viewing the comments, the text in the **Status** field returns to its normal color.

Adding call comments without modify privileges

If you do not have privileges to modify call comments, you can add call comments as follows.

To add comments to an active call

If the call does not contain call comments, you can enter up to one line of comments in the **Info** field on the Add a New Call screen (`cdcall`). Click the Lookup button (Ctrl+E) to open the Call Comments screen to add additional comments.

If the call contains comments, you must click the Lookup button (Ctrl+E) to add additional comments.

To add comments to a closed call

If you are modifying a closed call and need to add call comments but you do not have privileges, you can click the Lookup button (Ctrl+E) on the **Info** field. The software opens a blank text editor. Enter your comments in the editor. The software appends the comments to the call's previous comments.

Modifying Active Calls

To modify any of the information in a Call record for an active call, open the Modify an Active Call screen, also called the Modify Call screen.

You can use the Modify Call screen to add or modify call comments. However, Spillman Technologies recommends that you use the CC (Call Comments) or CCU (Add Comments for a Unit) command to add comments to a call. See [“Understanding Call Comments” on page 242](#).

To modify information other than comments:

1. In the Undispatched Calls or Dispatched Calls window, highlight the call that you want to modify.
2. Open the Modify Call screen by doing one of the following:
 - On the toolbar, click **MC**.
 - Right-click a Call record in the Undispatched Calls or Dispatched Calls window, and select **Modify Call** from the menu that appears.
 - At the command line enter **MC** and then press Enter.

TIP

To modify a call other than the call that is currently highlighted, enter **MC** followed by the call number. For example, enter **MC 4e** and press Enter.

The Modify Call screen appears.

3. Move the cursor to the first field that you want to modify. Enter the new information.
4. Modify other fields as needed.
5. Click **Accept** (Alt+A).

Modifying a miscellaneous call

When you change a miscellaneous call to a law, an EMS, and/or a fire call, the software creates a new call for each new type. The software reassigns the units that were originally dispatched to the miscellaneous call to the new calls.

To reassign dispatched units, the software searches for matches between the new call type(s) and a dispatched unit type(s). If a dispatched unit's type matches a new call type, the software reassigns that unit to the matching call. If a dispatched unit's type does not match any new call type, the software reassigns that unit to the first call type displayed in the **Type** field. For more information, see [“Understanding Call Types” on page 41](#).

For example, suppose you dispatch a law unit and a fire unit to a miscellaneous call. You then find out that the miscellaneous call should be changed to a fire and an EMS call. When you modify the call type, the software adds a fire call and an EMS call. The previously dispatched fire unit

is reassigned to the new fire call because the unit type and the call type match. The law unit also is reassigned to the fire call, because **f** is displayed before **e** in the **Type** field. The EMS call appears in the **Undispatched Calls** window because no unit is dispatched to it. You must dispatch an EMS unit to the EMS call.

Adding a call type

Suppose you receive a call for a domestic dispute and dispatch a law unit to the call. When the officer arrives on the scene, he discovers that a person was hurt and requests an ambulance. A call type can be added to the call either of the following ways:

- “Using the MC command” on page 250
- “Using the AT command” on page 251

Using the MC command

To add a call type:

1. In the **Undispatched Calls** or **Dispatched Calls** window, highlight the call that you want to modify.
2. Open the Modify Call screen by doing one of the following:
 - On the toolbar, click **MC**.
 - At the command line enter **MC** and press Enter.

TIP

To modify a call other than the call that is currently highlighted, Enter **MC** followed by the call number. For example, enter **MC 4e** and then press Enter.

3. Move the cursor to the **Type** field and add the appropriate call type to the call type(s) already listed in the field. The **Type** field can contain a maximum of three call types.

NOTE

You cannot remove a call type from a dispatched call. If you try to do so, Spillman displays an error message.

4. Click **Accept** (Alt+A). Spillman adds a new call for each additional call type that you entered in the **Type** field. Each new call appears in the **Undispatched Calls** window.

5. Dispatch each new call.

If the call type of the original call no longer applies to the incident, update the status of that call to complete. For example, if the original call was a law call and you add a call type of EMS, update the status of the law call to CMPLT.

Using the AT command

The AT (Add Type) command is used to add a call type to an active call. To use the AT command, at the command line, enter the command using the following format:

at call#type {nature {address}}

where *call#* is the call number to modify and *type* is the new call type to add to the call. If desired, a new nature and address can be added as additional parameters. For example, if call 3f also needs an EMS call type, enter **at 3e** to add the EMS call type, using the same nature and address as the original call.

The Add Call Type screen opens, and the call information is displayed with your changes.

The screenshot shows the 'Add A Call Type' window in the cdm software. The window has a menu bar with 'File', 'Edit', 'Search', 'Tools', and 'Help'. Below the menu bar is a toolbar with an 'Add A Call' icon and buttons for 'Accept', 'Cancel', and 'Previous'. The main area contains several input fields: 'Call' with the value '3 e', 'Nature' with a dropdown menu showing 'Fire', 'Priority' with the value '2', 'Address' with the value '818 SWEETWATER AVE', 'City' with the value 'SFD', and 'Zone' with the value 'ES'. There is also a 'Directions' field with the value 'N PATTON ST & FLORENCE BLVD'. At the bottom, there are checkboxes for 'Calls' and 'Dupl', and a 'Call ID' field with the value 'C3430'. The status bar at the bottom shows 'User: sds' and 'OVR'.

6. Modify the information in the **Nature**, **Priority**, **Address**, **City**, and **Zone** fields as needed.

7. Click **Accept** (Alt+A).

8. The Add A Call Type screen closes, and a call with the new call type is added to the Undispatched Calls window.

TIP

Changes to the nature and address of a call are recorded in the Call History table (cdhist). For more information, see ["Using the Call History Screen" on page 138](#).

Using the MT command to modify the nature and address for a call type

After a call is active, the MT (Modify Type) command can be used to modify nature and address of one of the call types for the call. To modify all call types for the call, use the MC (Modify Call) command as described in [“Modifying Active Calls” on page 248](#).

NOTE

When the MC command is used, the changes apply to any call type that is associated with the call that has not previously been modified by an MT command. For example, if call 6 has Law, Fire, and EMS types, and the MT command is used to change the address for call 6e, then any changes made with the MC command apply only to call 6l and call 6f.

You can modify the nature and address for a call type:

1. Do one of the following:
 - In the CAD Status screen, highlight a call, and then at the command line, enter **MT**.
 - At the command line, enter the MT command using the following format:

MT {call#type}

where *call#* is the call number to modify and *type* is the call type for the call. For example, to modify call 4l, enter **MT 4l**.

TIP

If the new nature and address are known, then they can be added as additional parameters using the following format:

MT {call#type {nature{address}}}

The Modify A Call Type screen opens and information about the specified call is displayed.

Calls	Dupl	Call ID	Incident
C3431			

2. Modify the **Nature**, **Priority**, **Address**, **City**, and **Zone** fields as needed.
3. Click **Accept** (Alt+A).

The Modify A Call Type screen closes and the changes are updated in the CAD Status screen.

Modifying the nature and address for a call type in the CAD Call Taker's screen

The CAD Call Taker's screen can also be used to modify the nature and address for a call type in an active call.

To modify the nature and address for a call type:

1. Open the CAD Call Taker's screen by entering the CA command in using the following format:
ca {call#}
where *call#* is the call number to open. For example, to modify call 7, at the command line, enter **CA 7**. The call type does not need to be entered.
2. Select the **Mod** option.
3. In the **Type** field, and click **Detail** (Ctrl+N). One of the following occurs:
 - If the call nature created only one call type, then the Modify Type window opens. Continue to step 4.
 - If the nature of the call nature created more than one call type, then a prompt box opens, prompting to enter the call type to

5 Updating and Modifying Calls and Units

Modifying Active Calls

modify: 1, f, or e. Enter the call type to modify, and then click **OK** or press Enter. Modify A Call Type screen opens, and information about the specified call type is displayed.

The screenshot shows the 'cdmt' (Modify Call Type) window. The window has a menu bar with 'File', 'Edit', 'Search', 'Tools', and 'Help'. Below the menu bar are buttons for 'Accept', 'Cancel', and 'Previous'. The form contains the following fields:

- Call: 5
- Nature: Assault
- Priority: 3
- Address: 400 CYPRESS DR
- City: SFD
- Zone: LNW

A text area below the Zone field contains the text: 'NELSON DR & LONDONDARY RD, WINCHESTER RD'. At the bottom of the window, there are labels for 'Calls', 'Dupl', 'Call ID' (C6001), and 'Incident'. The status bar at the bottom shows 'User: sds' and 'OVR'.

4. Modify the **Nature**, **Priority**, **Address**, **City**, and **Zone** fields as needed.

5. Click **Accept** (Alt+A).

The Modify A Call Type screen closes, and the CAD Call Taker's screen becomes active. The CAD Call Taker's screen and CAD Status screen are updated to reflect your changes.

6. Complete the appropriate remaining fields in the CAD Call Taker's screen. For field descriptions, see [“Add A New Call and CAD Call Taker's screens field descriptions” on page 85](#).

7. Click **Accept** (Alt+A).

The CAD Call Taker's screen closes, and the CAD Status screen is updated to reflect your changes.

Canceling dispatched calls

After you dispatch a call, you can cancel that call only by updating the status of the call (or all units assigned to the call) to a status of `CMPLT` (Complete.) After you complete a call, the Radio Log records the call as completed, and the software removes the call from the **Dispatched Calls** window.

- To cancel a call by updating the status of the call, see [“Updating a call” on page 233](#).
- To cancel a call by updating the status of *all* units assigned to the call, see [“Updating units” on page 236](#).
- To cancel a call before you dispatch units to that call, see [“Canceling Calls” on page 130](#).

Exchanging Units on a Call

You can exchange one unit for a different unit on an active call. When you exchange the units on a call, the software enters the appropriate radio log entries to record the exchange. If the old unit was the responsible unit on the call, the software assigns the new unit as the responsible unit on the call and updates the status of the call.

Use the Exchange Unit (EU) command to exchange units for a call. The EU command uses the following format:

```
eu [old unit#] {status},[new unit#] {status}
{call#[type]}
```

If your SAA has configured the software allow assigning a unit to multiple calls, then the call number and type must be entered.

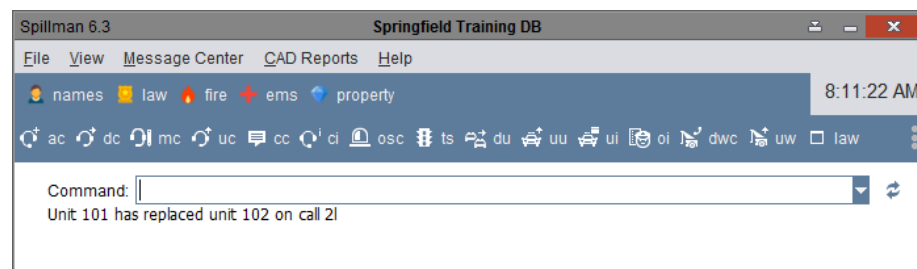
For example, to exchange unit eM4 for unit eM7 on call 18e, enter the following:

EU eM4,eM7 18e

If the call number and type are not entered as parameters, then a dialog box opens, prompting to specify the call number and type.

If the status for the units is not specified, then the new unit is assigned the same status that the old unit had for the call. For example, if the status of the old unit was ARRVD, then the status of the new unit becomes ARRVD. The old unit is assigned the default status set up by your SAA. If the old unit is assigned to multiple calls, then the exchange affects the status of the specified call only.

When the units are successfully exchanged, a confirmation message appears beneath the command line.



Moving a unit from one call to a different call

To move a unit from one call to a different call, dispatch the unit to the new call. When you reassign a unit to a new call, the software creates a radio log entry for the original call. You can view this message in the Unit Radio Log table. You can access this table from the Dispatch menu and search for radio log entries for a particular unit. For more information on the radio log, see [“Using the Radio Log” on page 301](#).

The radio log entry indicates that the unit left its original call to respond to a different call. The software enters a message in the **Description** field similar to the following.

The screenshot displays the 'Main Radio Log Screen' window. The title bar reads 'r/main Main Radio Log Screen'. The menu bar includes 'File', 'Edit', 'Search', 'Tools', and 'Help'. The toolbar contains various icons for actions like Exit, Search, Modify, Add, Clear, Delete, View, List, Toll, Print, Back, Forward, Jadd, Jres, and Jtbl. Below the toolbar, there are buttons for 'Main Radio Log', 'Invt', 'Orig', and 'Use'. The main area is titled 'Unit Radio Log' and contains the following fields:

- Time/Date: 08:50:41 10/29/14
- Sequence: 1
- Logged by: Spillman
- Unit: 101 Springfield Police
- Agency: SPD COLLEGE STATION POLICE
- Ten Code: CMPLT Completed Call
- Description: Reassigned to call 9, completed call 11
- Call ID: C3426
- Type: I
- Natr: Traffic Offense
- Rptd: 14:51:12 04/15/14
- Law
- EMS
- Fire
- Incidents
- Zone: LNW Law North West Zone
- Shift: Day
- Geobase Coordinates: 2020 , 16853

At the bottom, the status bar shows 'User: sds | Go back in current settable' and 'OVR'.

This type of radio log entry informs dispatchers that the unit was reassigned to a new call. The dispatcher can reassign the unit to the original call if desired.

Changing the Responsible Unit

The responsible unit for a call is listed in the **Unit** column in the Dispatched Calls window. When you update the status of the responsible unit, the software updates the call status accordingly.

Responsible unit →

Call	T	P	Nature	R	S	Address	City	Zone	Stat	Time	Units
2	1	2	Accident			555 S MAIN ST	SFD	LS	ENRT	0.0m	102
1	1	4	Theft			1001 COLLEGE ST	SFD	LSW	ENRT	0.0m	403

To change the responsible unit:

1. Make sure the new responsible unit is dispatched to the call. If not, dispatch that unit to the call.

NOTE

If you assign a unit as the responsible unit for an *undispatched* call, the call appears in the Dispatched Calls window with a status of **ASSGN**, indicating that the unit is assigned to the call but is not actively working on the call.

2. At the command line, enter **RU**, followed by the call number and then the number of the new responsible unit. Then, press Enter. For example, to make unit 7 the responsible unit for call 2e, enter **RU 2e 7** and press Enter. The unit number for the new responsible unit appears in the **Unit** column in the Dispatched Calls window.
3. If the old responsible unit is no longer working on the call, make a radio log entry to update the status of the unit. For example, to update the status of unit 10, enter **10 CMPLT** and then press Enter. Because unit 10 is no longer the responsible unit, the status of the call does not change.

NOTE

Do not update the status of the old responsible unit to **CMPLT** before you assign a new responsible unit. Doing so completes the call.

Changing the responsible unit on a reopened call

If you dispatch for multiple agencies, a special situation applies when you use the RU command to change the responsible unit of a reopened call. When you reopen a call, the incident's responsible officer and agency are the same as when you created the incident. However, you can use the RU command to change this information as needed. The following conditions apply:

- When you reopen a call that is shared by multiple agencies, the RU command lets you update the responsible officer. However, you cannot change the responsible agency.
- If you use the RU command to update a call that has a single Incident record that resides with one agency, the software updates both the agency and the responsible officer.

Adding Disposition, As Observed, and Clearance Codes when no incident exists

If an incident does not exist for a call, you can still add information for the responsible unit in the **Disposition**, **As Observed**, and **Clearance Code** fields on the Update Call Status or Update Unit Status windows.

To add responsible unit information in the **Disposition**, **As Observed**, and **Clearance Code** fields when an incident does not exist:

1. Open the Update Call Status or Update Unit Status window for the responsible unit.
2. Change the value in the **Disposition** field as needed.
3. Enter the correct observed code in the **As Observed** field.
4. Enter the appropriate clearance code in the **Clearance Code** field.
5. Click **Accept** (Alt+A).

Resetting the Timer for a Unit or Call

Your SAA can define an expiration time for each call nature so that the software alerts you when the time expires. If the time expires and the status of a call or a unit that has that nature has not changed, the text in the **Time** column turns red and the call moves to the top of the list. If there is no cause for concern, then timer can be reset. Timers can also be reset to alert sooner than normal.

To reset a unit or call timer, use one of the following formats:

TI

TI c {active-call# {minutes}}

TI u {unit# {minutes}}

Be careful when omitting parameters. For example, you can enter **TI c 1e** but you cannot enter **TI c 5** with the 5 representing the minutes, because the software interprets 5 as the call number.

To enter **TI** without parameters:

1. Do one of the following:

- At the command line, enter **ti**.
- Click **TI**.

A dialog box opens, prompting to select which timer to clear.

2. Do one of the following:

- To reset the timer for the call, click **Call**.
- To reset the time for the unit, click **Unit**.

A dialog box opens prompting to specify the call number or unit number.

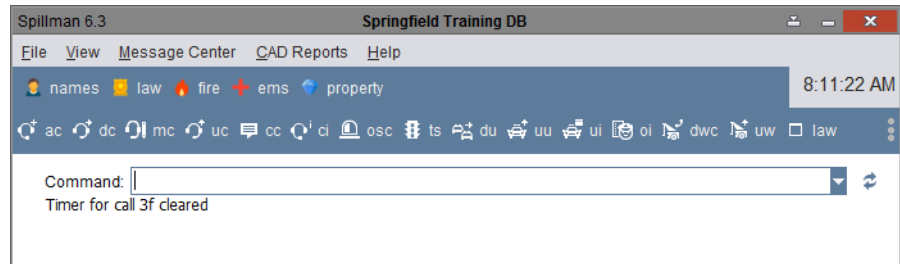
3. Enter the call or unit number, and then click **OK** or press Enter.

The following dialog box opens, prompting to enter in how many minutes the timer should be rest.

4. Do one of the following:

- To clear the timer, enter 0.
- Enter the number of minutes that are to elapse before the timer goes off again, and then click **OK** or press Enter.

The timer is reset and a confirmation message appears beneath the command line.



Modifying Closed or Completed Calls

After you update a call to a status of **CMPLT** (Complete), Spillman no longer displays that call in the **Dispatched Calls** window. To update a completed call, open the table that contains the Incident record generated by the call (the Law, Fire, or EMS Incident table). For instructions, refer to the *Law Records Management User's Guide*, the *Fire Records Management User's Guide*, or the *EMS Records Management User's Guide*.

You can also update Call records in the Calls table. However, you should update Call records in the Calls table *only if* your agency does not use the incident tables.

Reopening closed or completed calls

Occasionally, you might need to reopen a completed call. For example, if the responsible unit is re-dispatched to a call or if additional units (such as the coroner, administrative personnel, or arson investigators) are sent to the call. You can also reopen a call when officers must return to the scene several times (as with some domestic calls or loud parties).

NOTE

Reopening a call does not create new Incident records.

When reopening a call, you must use the call types originally designated for the call. The unit types previously assigned to the call appear as the default values in the **Type** field. For example, if the call was originally a law type and a fire type, Spillman displays a law type call and a fire type call when you reopen the call. You can reopen the call for a law type *and* fire type, just a law type, or just a fire type. After you activate the call, you can use the MC command to add additional call types.

Suppose you reopen the call in the preceding example as a law type. You can then use the MC command to add an EMS type to the call. If you need a fire type, you must go to the Calls table and open the fire type. You cannot add the fire type by executing the MC command because a fire type is already associated with the open record and the software does not let you add a duplicate type to the record.

When you reopen a call, the software *does not* update the call's responsible officer. To update the responsible officer, use the RU command, which is explained in ["Changing the Responsible Unit" on page 258](#).

If you reopen a multiple-agency call, the software updates all Incident records for the call with any new information. (The update takes place even if agencies involved in the initial call did not send units when the call was reopened.) The update occurs when the software removes the call from the active calls list.

NOTE

When you use the MC command, your changes apply to any call type that is associated with the call and that has *not* previously been modified by an MT command. For example, suppose that call 6 has law, fire, and EMS types and someone previously used the MT command to change the address for call 6e. If you then use the MC command to change the address for call 6, the address change applies to calls 6l and 6f, but not to call 6e. For more information, see [“Using the MT command to modify the nature and address for a call type” on page 252](#).

To reopen a call:

1. At the command line, enter **CA** and then press Enter. The CAD Call Taker’s screen appears.

TIP

If you know the long-term call ID, you can enter it after the CA command. Spillman opens the correct Call record.

2. Select the **Srch** option and search for the Call record. For example, you can search on the address or the nature of the call.
3. With the correct Call record on the screen, select the **Open** option.
A dialog box opens, prompting to enter which call types to open.

NOTE

If you do not have Modify access to the CAD Call Taker’s screen, the **Open** option does not appear.

4. Enter one or more of the call types for the original call. For example, enter **1e**. Then, click **OK** or press Enter.
5. Select the **Exit** option to exit the CAD Call Taker’s screen.

The software issues an active call number to the call and displays the call in the Undispatched Calls window.

You can now dispatch the reopened call. As you dispatch the call:

- Officers dispatched are entered into the related incident as additional responding officers.

- All radio log entries are added to those entries already related to the Call and Incident records.
- Comments added to the call are appended to those already in the Call record.
- If the Clearance code, Disposition, and Observed codes are different when the call is completed, the software changes them in the related incidents.

Automatically adding a note about the reopening of a call

When you reopen a CAD call, the software adds a comment in the **Info** field of the Call record. The software also adds a radio log entry for the reopened call.

Information the software adds to Info field

If the original call has only one call type, then the comment has the following format:

Call type *<call type>* reopened by *<user>* at *<time-date>*

where *call type* is the original call type, *user* is the username of the person opening the call, and *time-date* is the current time and date, in the format *hh:mm:ss mm/dd/yyyy*. The following illustration shows a comment added when a call is reopened. To see the full comment, the note might need to be viewed in the text editor.

Info field

The screenshot displays the 'Display Call Information' window. The 'Info' field, indicated by an arrow, contains the following text: 'Jennifer and her husband are in an argument. No weapons involved at this point. Call type I reopened by Spillman at 11:'. The window also shows various call details such as the address (215 ASHLEY AVE), complainant (Ray, Jennifer A), and call status (RCVD).

If the original call has more than one call type, then the comment has the following format:

Call types *<call types>* reopened by *<user>* at *<time-date>*

Information the software adds to the radio log

The following table lists the information that the software adds to the radio log entry for the reopened call.

Field name	Description
dpatchr	The username of the user who reopens the call, as defined in the Official Names code table (apnames).
logdate	The current time and date, in <i>hh:mm:ss mm/dd/yyyy</i> format.
callid	The long-term call ID of the reopened call (from the field cdcall.number).
desc	If the user opens only one call type, the description reads: Call type <i><call type></i> reopened and assigned call number <i><callnum></i> If the user opens more than one call type, the description reads: Call types <i><call types></i> reopened and assigned call number <i><callnum></i>
addr	The address of the call.

Creating Records for Multiple Agencies

If your agency dispatches units for more than one agency, your software might be set up to create duplicate Call records for any agencies that assisted on a different agency's CAD call. These duplicate Call records are useful if the assisting agencies need a separate incident to show up on their NFIRS or NIBRS reporting or if they are a part of a group of agencies that use agency partitioning. Ask your SAA whether this applies to your software.

The duplicate incidents are created when the call is taken off the active calls list, because this is when the last modifications to the Incident record are made. When creating duplicate Incident records, Spillman creates the records in the incident table that corresponds to the type of the *call*, not to the type of *unit*. For example, all EMS agencies dispatched to a law call will get an Incident record for that incident in the Law Incident table.

If you are dispatching a fire unit and you want a fire incident and not a law incident created for this event, enter **1** and **£** in the Type field. If a fire unit is added to the call later and you do not want to dispatch this unit as a law unit, use the MC command to modify the call and add an **£** in the **Call Type** field. This creates a Fire Incident record. All the information related to this incident is separate from the law call.

Not all fields or information entered in detail windows transfers to the duplicate Incident records created for the assisting agencies. Fields that are *not* transferred are **Clearance**, **Disposition**, **Judicial Status**, **Disposition Date**, **Narrative**, **Supplemental Narrative**, **M.O.**, and **Case Number**. Also, the **Secure ID** and **Agency** fields are updated upon transfer of the duplicate records to the assisting agencies.

The name of the responsible officer on the original record is copied to the duplicate records. Likewise, all responding officers from all participating agencies are included in the duplicate records.

To see duplicate incidents that have been created:

1. Go to the CAD Call Taker's screen, and search for the appropriate Call record.
2. Select the **Invl** option to view the involvements for that call. All incidents are listed as involvements. Select **View** to view the full Incident record. Select the **Exit** option to leave the Incident table and return to the Involvements list.

3. When you finish viewing the involvements, select the **Exit** option on the Involvements screen to close the list and return to the CAD Call Taker's screen.

NOTE

The units from assisting agencies that reach `CMPLT` status before the call is completed will not have the correct incident in their radio logs. If you are unsure which incident number belongs to an agency, tell the unit's officers the long-term call ID found in the **Callid** field on the Display Call Information screen. The officers can search for the long-term call ID in the incident screen to find the Call records for their agency.

Special conditions apply when you reopen a closed or completed multiple-agency call. For related information, [see “Reopening closed or completed calls” on page 262.](#)

Assigning a Unit to Multiple Calls

Your SAA can configure the software to work in one of the following ways:

- You can assign a unit to only one call at a time (most agencies select this option).
- You can assign a unit to more than one call. If you assign a unit as the responsible unit for more than one call, the unit is active on one call at a time.

The following example describes how the software works if your agency allows you to assign a unit to more than one call at a time.

Suppose you add a new CAD call, Call 10e, and dispatch Unit e3 to that call. Unit e3 becomes the responsible unit for Call 10e (Unit e3 appears in the **Unit** field for Call 10e).

Then, you dispatch unit e3 to a different new call, call 14e. The software displays Unit e3 as the responsible unit for call 14e and updates the status of that call to ENRT (en route.) The software changes the status of call 10e to ASSGN (assigned) and Unit e3 is still displayed in the **Unit** column for Call 10e.

NOTE

If you take Unit e3 off Call 10e, the software moves the call to the Undispatched Calls window and changes the status to RCVD (received.) You can assign a different unit as the responsible unit.

You update the status of Call 14e until Unit e3 completes the call. To activate Call 10e, you must now re-dispatch Unit e3 to that call. After you do this, the software changes the status of both Call 10e and Unit e3 to ENRT (or whatever status you select).

Updating Unit Information

This section describes how to assign a unit to a different zone or station.

Changing the zone of a unit

You can assign a unit to a different zone by using the UZ command. If you know the codes for the unit and the new zone, you can enter them at the command line. For example, to change unit 12's zone to GCPD, enter **UZ 12 GCPD** and press Enter. If you do not know the correct codes, use the following procedure.

To change the zone that a unit is assigned to:

1. At the command line, enter **UZ**. Then, press Enter.
A dialog box opens, prompting to enter the unit number.
2. Enter the unit number, or press Ctrl+E to select a unit from a list. Then, click **OK** or press Enter.
A dialog box opens, prompting to enter the zone.
3. Enter the new zone or press Ctrl+E to select a zone from a list of your agency's zones. Then, click **OK** or press Enter.
The unit is changed to the specified zone.

Changing the station for a unit

You can assign a unit to a different station by using the CS command. To find a unit's current station, use the OI (Officer Information) command or the UO (Update a Unit's Officers) command. For more information, see [“Viewing officer information” on page 225](#) and [“Updating Officer Information” on page 271](#).

If you know the codes for the unit and the new station, you can enter them at the command line. For example, to change unit 12's station to SPD, enter **CS 12 SPD** and press Enter. If you do not know the correct codes, use the following procedure.

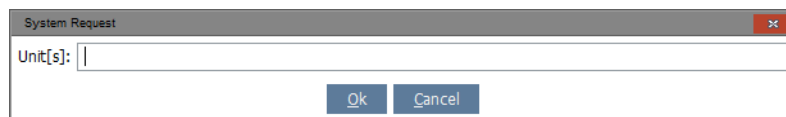
To assign a unit or units to a different station:

1. At the command line, enter **CS**.

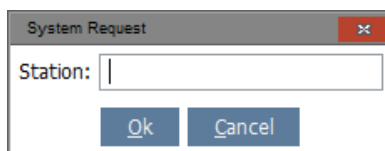
5 Updating and Modifying Calls and Units

Updating Unit Information

A dialog box opens.



2. Enter the unit or units that you want to assign to a new station. Then, click **OK** or press Enter. The following dialog box appears.



3. Enter the name or code of the station to which you want to assign the unit(s). Press Ctrl+E to see a list of valid stations. Then, click **OK** or press Enter

The software records the station change in the Radio Log table.

Updating Officer Information

When officers change unit assignments, you can update the Officer Information and Unit Assignment records. To reassign an officer to a new unit, you must first remove the officer from the current unit. Use the following method:

1. At the command line, enter **uo** and then press Enter.

The Update a Unit's Officers screen appears.

The screenshot shows the 'Update a Unit's Officers' window. The 'Assign Units' section contains the following fields: Unit Number, Unit Type (l,f,e), Unit Kind, Display flag (1=Always, 0=When Assigned), Persons Required, Agency, Primary Zone, Contact Method, Station, and Shift. The 'Officers Assigned' table has columns for Officer, Stat, and Comment. The status bar at the bottom indicates 'User: sds' and 'Search for specific records'.

2. Select the **Srch** option. In the **Officers Assigned** field, enter the name or name code of the officer that you want to reassign. Click the Lookup button (Ctrl+E) to view a list of officer name codes.

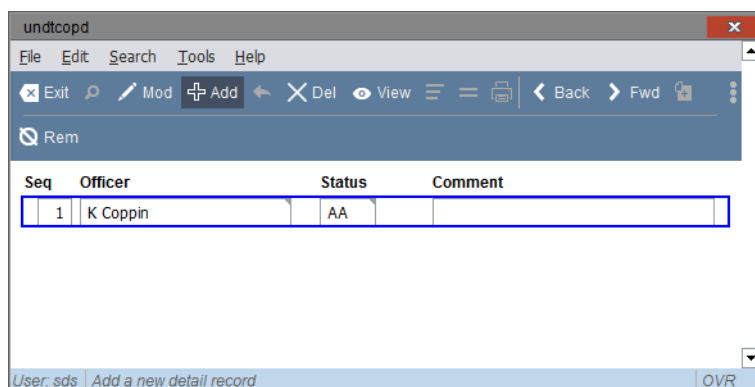
TIP

For a description of the fields on the Update a Unit's Officer screen and the type of information to enter in each field, see ["Fields on the Update a Units Officers Screen" on page 524](#).

3. Click **Accept** (Alt+A). Depending on whether the officer is assigned to a unit, select one of the following options.

If	Do this
The officer is assigned to a unit, the software displays a record with the current unit number	Go to step 4.
The officer is <i>not</i> assigned to a unit, a dialog box appears stating that no matching records were found	Click OK or press Enter. Then, go to step 8.

4. Select the **Mod** option and move the cursor to the **Officers Assigned** field. Click the **Detail** button (Ctrl+N) to open a detail window listing all officers assigned to the unit.



5. Highlight the record for the officer that you want to remove from the unit. Then, select the **Del** option.
A dialog box opens, asking whether to delete the current record.
6. Click **Yes** or press Enter.

TIP

Use the **Rem** option to remove all officers from the unit.

7. Select the **Exit** option to exit the detail window. Then, click **Accept** (Alt+A) on the Update a Unit's Officer screen.
8. Select the **Srch** option. In the **Unit #** field enter the number of the unit to which you want to reassign the officer. Then, click **Accept** (Alt+A)
9. With the correct Unit record on the screen, select the **Mod** option.

10. Move the cursor to the **Officers Assigned** field. Click the **Detail** button (Ctrl+N) to open a detail window.
11. In the detail window, select the **Add** option. Spillman adds a blank Detail record.
12. In the **Officer** field, enter the name of the officer. Click the Lookup button (Ctrl+E) to see a list of available officers.
13. In the **Status** field, enter the officer's status. Click the Lookup button (Ctrl+E) to see a list of status codes.
14. In the detail window, click **Accept** (Alt+A) to save the record.
15. Select the **Exit** option to exit the detail window.
16. On the Update a Unit's Officer screen, click **Accept** (Alt+A).
17. Select the **Exit** option to return to the CAD screen.

For a list of the fields on the Update a Unit's Officer screen, [see "Fields on the Update a Units Officers Screen" on page 524.](#)

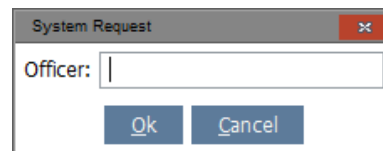
Changing a pager number for an officer

Use the OP command to change an officer's pager number without leaving the current screen. Use the following options for changing an officer's pager number:

- Enter all information at the command line. For example, to change officer 10's pager to number 2456, enter **OP 10 2456** and then press Enter.
- Use the OP command without entering the officer's name and pager number at the command line.

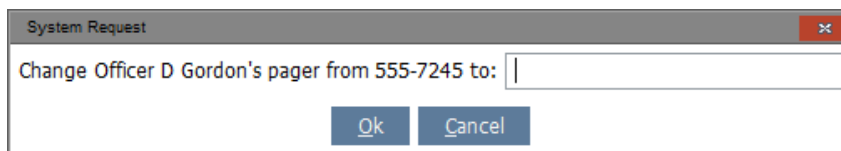
To change an officer's pager without entering the officer's name and pager number at the command line:

1. At the command line, enter **OP** and then press Enter. The following dialog box appears.



2. Enter a valid code or name. Then, click **OK** or press Enter.

The following dialog box appears.



3. Enter the new number. Then, click **OK** or press Enter.
In the command center, a confirmation message is displayed.
4. Use the OI command to verify your changes. For more information, see [“Viewing officer information” on page 225](#).

Chapter 6

Working with Incidents

Manually Creating Incidents 276

Viewing an Incident Number for an Agency 283

Manually Creating Incidents

This section describes how to:

- Determine whether you can manually create an incident for a call
- Manually create an incident for an agency while the call is active
- Manually create an incident for an agency after a call is closed

NOTE

You do not have to have special privileges to manually create an incident using the information in this chapter. However, you do need privileges to work with incidents through the Law Enforcement Records, Fire Records, or EMS Records modules.

Determining whether you can manually create an incident for a call

Your SAA can set up CAD to automatically create incidents for certain call natures and agencies. Your SAA can also specify whether the software allows you to create one incident or multiple incidents for a call.

Ask your SAA how your software is set up. Then, use the following table and sample scenarios to determine whether you can manually create an incident.

If your SAA sets up the software to allow	You can manually create an incident for a given call
One incident per call	<p>If an incident does not yet exist for the call.</p> <p>Note: Once an incident exists for the call, the software uses that incident number for all units dispatched to the call.</p>
Multiple incidents per call	<p>For any agency that has no incident for that call.</p> <p>Note:</p> <ul style="list-style-type: none"> • Only one incident can exist per agency. • If you dispatch more than one unit from the same agency to the call, the software uses the same incident number for all units from that agency.

Scenario 1

Suppose your SAA sets up the software to:

- Allow only one incident per call

- Not automatically generate incidents for Springfield Fire Department (SFD)
- Not automatically generate incidents for Pierre Fire Department (PFD)

Then, suppose you receive a call for a fire in Springfield and dispatch a pumper truck from SFD and a ladder truck from PFD. You can manually create an incident for either SFD or PFD, but not both. The software will use the same incident number for both agencies.

Scenario 2

Suppose your SAA sets up the software to:

- Allow multiple incidents per call
- Not automatically generate incidents for Springfield Fire Department (SFD)

Then, suppose you receive a call for a fire in Springfield and dispatch a pumper truck and a ladder truck from SFD and a rescue truck from PFD. You can manually create an incident for SFD, using either the pumper truck or the ladder truck but not both. The software will use the same incident number for both units.

Since your SAA did not prohibit the automatic generation of an incident for PFD, the software generates an incident for PFD linked to this call. Because this incident exists and you can only have one incident per agency linked to the call, you cannot manually create an incident for the PFD rescue truck.

Manually creating an incident for an agency while the call is active

To manually create an incident for the active call, you can do one of the following:

- Create the incident by using the GI or GIU command while the call is active. See [“Creating an incident for an agency using the GI or GIU command” on page 277](#).
- Create the incident while updating the call or unit. See [“Creating an incident for an agency while updating a call or unit” on page 278](#).

Creating an incident for an agency using the GI or GIU command

Use either the GI (Get Incident) or GIU (Get Incident by Unit) CAD command to manually create an incident for an active call.

- If you use the GI command to view an incident number for either the agency of the call zone or the specified agency and an incident for the

agency does not yet exist, the software creates an incident for that call and agency.

- If you use the GIU command to view an incident number for either the unit's agency or the specified agency and an incident does not yet exist, the software creates an incident for that call and agency.

For more information, see [“Viewing an Incident Number for an Agency” on page 283](#).

Creating an incident for an agency while updating a call or unit

Use either of the following methods to manually create an incident while you update a call or unit.

- To create an incident for the agency of the responsible unit (if the incident has not yet been created for that call) while updating the call status, use the UC (Update Call) command. See [“Creating an incident while updating a call” on page 279](#).
- To create an incident for the agency of a unit (if an incident for the unit's agency has not yet been created for that call), use the UU (Update Unit) command. If you create an incident for a non-responsible agency, you can enter incident information for that agency in the **Disposition**, **As Observed**, and **Clearance Code** fields on the Update Unit Status window. See [“Creating an incident while updating a unit” on page 280](#).

NOTE

If the `oneinci` application parameter is set to `True`, `Yes`, or `1`, the software allows only the responsible officer to update a call or unit.

Creating an incident while updating a call

To create an incident and add incident information while updating the status of a call:

1. Open the Update Call Status window for the correct call.

Unit associated with the incident

A blank **Incident** field indicates that no incident exists for this unit's agency

Agency associated with the incident

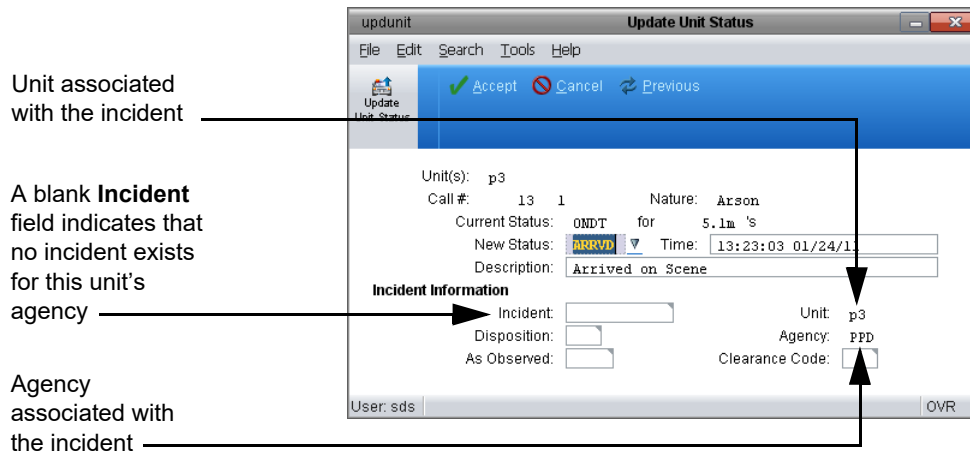
2. Change the information in the **New Status** and **Description** fields as needed.
3. Move the cursor to the **Incident** field, and click **Detail** (Ctrl+N). The software creates an incident for the responsible unit's agency and displays the incident number.

The **Unit** and **Agency** fields identify the unit and agency associated with the incident.
4. Change the value in the **Disposition** field as needed.
5. Enter the correct observed code in the **As Observed** field.
6. Enter the appropriate clearance code in the **Clearance Code** field.
7. Click **Accept** (Alt+A).

Creating an incident while updating a unit

To create an incident and add incident information while updating the status of a unit:

1. Open the Update Unit Status window for the correct unit. The **Agency** field displays the agency of the first unit that is displayed in the **Unit(s)** field.



2. Change the information in the **New Status** and **Description** fields as needed.
3. Move the cursor to the **Incident** field, and click **Detail** (Ctrl+N). The software creates an incident for the unit's agency and displays the incident number.

The **Unit** and **Agency** fields identify the unit and agency associated with the incident.
4. Change the value in the **Disposition** field as needed.
5. Enter the correct observed code in the **As Observed** field.
6. Enter the appropriate clearance code in the **Clearance Code** field.
7. Click **Accept** (Alt+A).

Manually creating an incident for an agency after a call is closed

You can create an incident for an agency after a call is closed if one does not yet exist for your agency or, if `oneinci` is set to True, Yes, or 1, an incident does not yet exist for the call.

To create an incident for an agency after a call is closed:

1. Open the CAD Call Taker's screen (`calls`) by selecting it from the Dispatch menu or by entering `ca` at the command line.
2. Search for the main Call record for the call. With this record displayed, select the **Hist** option. The Call History screen appears, as in the following sample.

Type	Opened	Closed	Nature	Responding Units	P	Respond-to address	City	Zone	Agency	Dispos	Obsvd	Ccode
1	15:44:49 10/03/06	15:45:54 10/03/06	Arson	104	4	101 N FRANKLIN ST	SFD	LSE	SPD	ACT		

3. Highlight the call type (1, f, or e) for which you want to create an incident.
4. Select the **Inci** option. A list of agencies appears, similar to the following example.

Lookup.set is not restricted

- CHCA - Camp Hill City Attorney
- CHPD - Camp Hill Police Department
- DFD - Dalton Fire Department
- PEMS - Pierre EMS Department
- PFD - Pierre Fire Department
- PPD - Pierre Police Department
- SCSO - Spring County Sheriff
- SDS - Spillman Technologies
- SFCP - Springfield County Police
- SFD - Springfield Fire Department
- SFDA - Spring County Attorney
- SFEM - Springfield EMS & Paramedics
- SPD - Springfield Police Department
- SPDF - Springfield Public Defender
- UDOT - Utah DOT

Accept Cancel

5. Select the agency for which you want to create the incident. A message appears, similar to the following:

Agency xxx has fire incident yyy, call zzz, nature
aaa

where xxx is the agency code, yyy is the incident number, zzz is the call number, and aaa is the nature.



6. Click **OK** to continue.
7. Exit the Call History screen and the CAD Call Taker's screen.

Viewing an Incident Number for an Agency

You can use the GI (Get Incident) or GIU (Get Incident by Unit) command to view an agency's incident number for a call.

Viewing an agency's incident number by identifying the call

Use the GI command to view an agency's incident number by identifying the call. This command functions only while the call is active.

1. Enter the GI command at the command line, using the format:

```
gi {call number, call type {agency}}
```

You can use the following variations of this command.

- To view the incident number for the agency of the call zone:

Enter **gi** with the call highlighted.

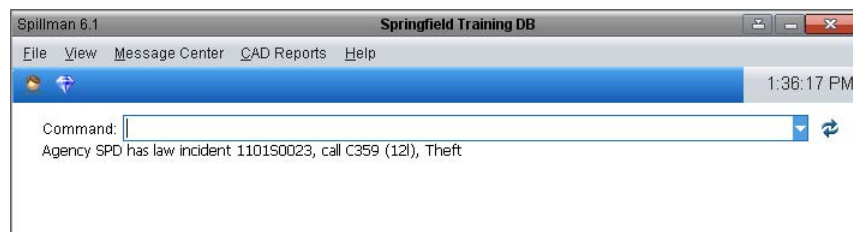
Or

Enter the **gi** command, call number, and call type. For example, enter **gi 5f**.

- To view an incident for a specific agency (the agency does not have to be assigned to the call):

Enter the **gi** command, call number, call type, and agency. For example, enter **gi 5f PFD**.

The Spillman command center displays a message similar to the following, displaying the incident number.



NOTE

When you use the GI command while the call is active and an incident for the CAD call does not exist for that agency, the software creates an incident before displaying the incident number message.

2. Click **OK** to remove the message.

Viewing an agency's incident number by identifying the unit

Use the GIU command to view an agency's incident number, using a unit to identify the call. If the unit is currently assigned to a call, the software uses that call. If the unit is not currently assigned to a call, the software uses the call to which the unit was previously assigned.

1. Enter the GIU command at the command line, using the format:

```
giu {unit number}{agency}}
```

You can use the following variations of this command.

- To view the incident number for the unit's agency:

Enter **giu** with the unit highlighted.

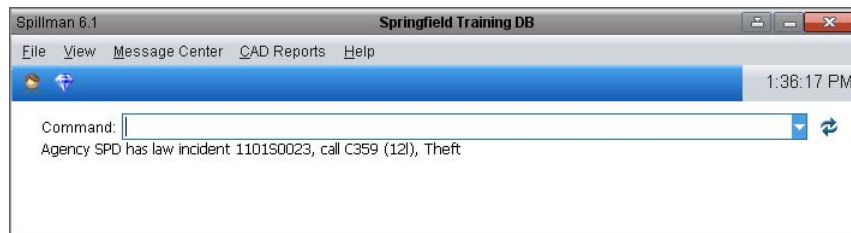
Or

Enter the **giu** command and the unit number. For example, enter **giu 105**.

- To view an incident for a specific agency (the agency does not have to have a unit assigned to the call):

Enter the **giu** command, unit number, and agency. For example, enter **giu 105 SPD**.

The Spillman command center displays a message similar to the following, displaying the incident number.



A message similar to the following appears, displaying the incident number

NOTE

When you use the GIU command for an active call and an incident for the CAD call does not exist for that agency, the software creates an incident before displaying the incident number message.

If an incident does not exist and the call is closed, the software does not create an incident. It displays a message similar to the following.

Agency SPD has no incident for law call c251 (closed).
Abandoned Vehicle.

2. Click **OK** to remove the message.

Chapter 7

Dispatching and Updating Wreckers

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Overview

You have the following options for dispatching wreckers:

- To dispatch a wrecker to an incident for which you have created a CAD call, use the DWC (Dispatch Wrecker to a Call) command.
- To dispatch a wrecker to an incident for which you have *not* created a CAD call, use the DW (Dispatch Wrecker) command.

Wrecker information does not appear on the CAD Status screen. Use the UW (Update Wrecker) command to view or update wrecker information. [See “Updating Wrecker Information” on page 295.](#)

Use the following table to quickly find the information you need.

To learn how to	See
Dispatch a wrecker to an incident for which you have created a CAD call	“Dispatching a Wrecker to a Call” on page 289
Dispatch a wrecker to an incident for which you have <i>not</i> created a CAD call	“Dispatching Without Tying the Wrecker to an Incident” on page 292
Update the status of a wrecker	“Updating Wrecker Information” on page 295
Cancel a wrecker	“Canceling Wreckers” on page 297
View historical information for a wrecker	“Viewing Wrecker History” on page 299

Dispatching a Wrecker to a Call

To dispatch a wrecker to an incident for which you have created a CAD call:

1. Highlight the correct call in the **Undispatched Calls** or **Dispatched Calls** window.
2. Open the Dispatch Wrecker screen by doing one of the following:
 - At the command line, type **DWC** and press Enter.

NOTE

You can add the following parameters to the DWC command: the call number, the rotation code, and the wrecker code. For more information, see [“Using command parameters” on page 44](#).

- On the toolbar, click the DWC button.

Spillman displays the Dispatch Wrecker screen and enters information about the selected call.

The screenshot shows the 'Dispatch Wrecker' window with the following fields and values:

- Rotation:** [Dropdown menu]
- Wrecker:** [Text field]
- #1:** [Text field]
- #2:** [Text field]
- #3:** [Text field]
- #4:** [Text field]
- Call ID:** C033
- Active Call:** 10 1e
- Call Nature:** PI Accident
- Desc:** [Text field]
- Addr:** 500 N ROYAL AVE
- PIEDMONT ST & GRADY LILES DR**
- City:** SFD
- Lctn:** LSW
- Status:** ENRT
- Declared:** 14:42:12 01/24/11
- Officer:** Spillman
- User:** sds
- OVR:** [Text field]

The window also features a toolbar with 'Accept', 'Cancel', and 'Previous' buttons.

3. In the **Rotation** field, enter the code for the desired rotation. You can click the Lookup button (Ctrl+E) and select from a list of available rotation types.

NOTE

If the caller requests a specific wrecker company, enter the code for Customer Request Wrecker.

Spillman displays information, including contacts and phone numbers, about the next wrecker company in the specified rotation.

The screenshot shows the 'Dispatch Wrecker' window. At the top, there is a menu bar with 'File', 'Edit', 'Search', 'Tools', and 'Help'. Below the menu bar is a toolbar with 'Accept', 'Cancel', and 'Previous' buttons. The main form area contains the following fields:

- Rotation: Wrecker: Smitty's Wrecker Service
- #1: Jeff Smith 555-0120 #2:
- #3: Call ID: Active Call: 10 1e Call Nature: PI Accident
- Desc:
- Addr:
-
- City: Lctn:
- Status: Declared:
- Officer:

At the bottom left, it says 'User: sds' and at the bottom right, it says 'OVR'.

TIP

To change the wrecker, enter a different wrecker company in the **Wrecker** field. Follow your agency's policies on dispatching wreckers.

If you use the Customer Request Wrecker code, the software does not enter a wrecker company for you. In the **Wrecker** field, enter the desired wrecker. The software does not move this wrecker company to the bottom of the wrecker rotation as it normally would. The wrecker company retains its place in the rotation.

4. In the **Desc** field, enter a description of the incident and any necessary information.
5. Modify the information in the **Addr**, **Lctn**, **Status**, and **Declared** fields as needed. The **Addr** and **Lctn** fields contain information

about the selected call. The **Status** field usually defaults to ENRT.
The **Declared** field defaults to the current time.

TIP

For a description of the fields on the Dispatch Wrecker screen and the type of information to enter in each field, see [“Fields on the Dispatch Wrecker Screen” on page 521](#).

6. After you finish entering information, click **Accept** (Alt+A).

Dispatching Without Tying the Wrecker to an Incident

To dispatch a wrecker to an incident for which you have *not* created a CAD call:

1. At the command line, type **DW** and press Enter.

NOTE

You can add the following parameters to the DW command: the rotation code and the wrecker code.

The Dispatch Wrecker screen appears.

The screenshot shows a window titled "Dispatch Wrecker" with a menu bar (File, Edit, Search, Tools, Help) and a toolbar with "Accept", "Cancel", and "Previous" buttons. The main form contains the following fields:

- Rotation: [dropdown menu]
- Wrecker: [text box]
- #1: [text box]
- #2: [text box]
- #3: [text box]
- #4: [text box]
- Call ID: [text box]
- Active Call: [text box]
- Call Nature: [text box]
- Desc: [text box]
- Addr: [text box]
- City: [text box]
- Lctn: [text box]
- Status: [dropdown menu, value: ENRT]
- Declared: [text box, value: 14:45:15 01/24/11]
- Officer: [text box, value: Spillman]

At the bottom left, it says "User: sds" and at the bottom right, it says "OVR".

2. In the **Rotation** field, enter the code for the desired rotation type.
You can click the Lookup button (Ctrl+E) and select from a list of available rotation types.

NOTE

If the caller requests a specific wrecker company, enter the code for Customer Request Wrecker.

Spillman displays information, including contacts and phone numbers, about the next wrecker company in the specified rotation.

TIP

To change the wrecker, enter a different wrecker company in the **Wrecker** field. Follow your agency's policies on dispatching wreckers.

If you use the Customer Request Wrecker code, the software does not enter a wrecker company for you. In the **Wrecker** field, enter the desired wrecker. The software does not move this wrecker company to the bottom of the wrecker rotation as it normally would. The wrecker company retains its place in the rotation.

3. In the **Desc** field, enter a description of the incident and any necessary information.
4. In the **Addr** field, enter the address for the wrecker's destination. If your agency uses the GeoValidation module, the software displays a list of matching addresses and fills in the city when you verify the address.
5. In the **Lctn** field, enter the code for the type of location. Click the Lookup button (Ctrl+E) to select from a list of location types.

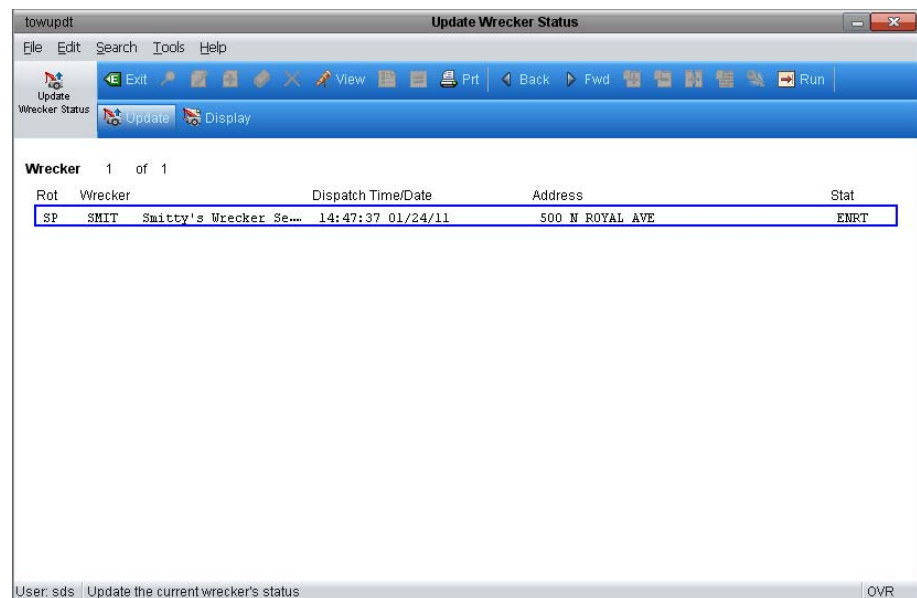
6. Modify the information in the **Status** and **Declared** fields as needed. The **Status** field usually defaults to ENRT. The **Declared** field defaults to the current time.
7. After you finish entering information, click **Accept** (Alt+A).

Updating Wrecker Information

Wrecker information does not appear on the CAD Status screen. However, you can update wrecker information by using the UW (Update Wrecker) command.

1. Open the Update Wrecker Status screen by doing one of the following:
 - On the toolbar, click the **uw** button (Update Wrecker).
 - At the command line, enter **uw**.

The Update Wrecker Status screen opens, and all of the wreckers that are currently dispatched are displayed.



2. Highlight the wrecker that you want to update by doing one of the following:
 - Click the list record for the wrecker.
 - Press the Up Arrow or Down Arrow key.
3. With the correct wrecker highlighted, select the **Update** option. The software displays a screen that contains information about the

wrecker and the wrecker's current call. The cursor rests at the **Desc** field.

The screenshot shows a software window titled 'towing' with a menu bar (File, Edit, Search, Tools, Help) and a toolbar with 'Accept', 'Cancel', and 'Previous' buttons. The form contains the following fields and values:

- Rotation: Wrecker: Smitty's Wrecker Service
- #1: Jeff Smith 555-0120 #2:
- #3: Call ID: Active Call: 10 1e Call Nature: PI Accident
- Desc:
- Addr:
- City: Lctn:
- Status: Declared:
- Officer:

At the bottom, the status bar shows 'User: sds' on the left and 'OVR' on the right.

4. Update the information in the appropriate fields. The **Status** field displays the next status in a status sequence defined by your SAA. Enter a different status as needed.

TIP

For a description of the fields on the Update Wrecker screen and the type of information to enter in each field, see ["Fields on the Update Wrecker Screen" on page 525](#).

5. After you finish entering information, click **Accept** (Alt+A). Spillman returns you to the Update Wrecker Status screen.
6. To close the Update Wrecker Status screen, select the **Exit** option.

Canceling Wreckers

You have the following options for canceling a wrecker:

- Use the Dispatch Wrecker screen to cancel a wrecker before you dispatch the wrecker.
- Use the Update Wrecker Status screen to cancel a wrecker after you dispatch the wrecker.

When you cancel a wrecker, you can determine where the software places the canceled wrecker's company in the wrecker rotation.

Canceling a wrecker before it is dispatched

If you start to dispatch a wrecker using the DW or DWC command, you can cancel the wrecker from the Dispatch Wrecker screen. You have the following options for determining the wrecker's place in the rotation order:

- To return the wrecker to the top of the wrecker rotation, do one of the following:
 - In the **Status** field, enter **CANCL**. Then, click **Accept** (Alt+A).
 - Click **Cancel** (Alt+C).

When you cancel a wrecker, the software makes an entry in the wrecker history log.

Canceling a wrecker before it arrives

To cancel a dispatched wrecker before it arrives (the wrecker's status is ENRT) and dispatch a different wrecker:

1. Open the Update Wrecker Status screen by doing one of the following:
 - On the toolbar, click **UW**.
 - At the command line, type **uw** and press Enter.

The Update Wrecker Status screen appears. The screen lists all of the wreckers that are currently dispatched.

2. Highlight the wrecker that you want to update.
3. With the correct wrecker highlighted, select the **Update** option.

4. In the **Status** field, enter **CANCL**. The following dialog box appears.



5. To cancel the wrecker, click **Yes** or press Enter.

Canceling a wrecker after it arrives

To cancel a wrecker after it arrives at a call (the wrecker's status is ARRVD):

1. Open the Update Wrecker Status screen by doing one of the following:
 - On the toolbar, click **UW**.
 - At the command line, type **uw** and press Enter.

The Update Wrecker Status screen appears. The screen lists all of the wreckers that are currently dispatched.

2. Highlight the wrecker that you want to update.
3. With the correct wrecker highlighted, select the **Update** option.
4. In the **Status** field, enter **CANCL**. The following dialog box appears.



5. To cancel the wrecker, click **Yes** or press Enter.

Viewing Wrecker History

To view wrecker history information:

1. Access the Wrecker History table by entering **wrhistory** at the command line.

The Wrecker History table appears. This table stores a record for each entry made to the Dispatch Wrecker and Update Wrecker detail windows.

TIP

For a description of the fields on the Wrecker History screen and the type of information to enter in each field, see [“Fields on the Wrecker History Screen” on page 526](#).

2. Select the **Srch** option, and enter search information in the appropriate fields. Then, click **Accept** (Alt+A).
3. View the results of your search. Then, select the **Exit** option to return to the CAD Status screen.

Chapter 8

Using the Radio Log

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Overview

The Radio Log table records all radio transmissions to and from the communications or dispatch center. When your agency adds a call, dispatches a call or unit, or updates a call, the software makes entries to the radio log. This chapter describes how to make manual entries to the radio log.

Use the following table to quickly find the information you need.

To learn how to	See
Make manual entries to the radio log	“Making Radio Log Entries” on page 303
Find radio log entries for a specific unit	“Searching the Main Radio Log Table” on page 307
Find radio log entries for a specific officer	“Searching the Officer Radio Log table” on page 308
View a history of radio log entries for a specific unit	“Viewing Radio Log History” on page 309
Use the radio log to record information related to property watches	“Using the Radio Log for Property Watches” on page 314

Making Radio Log Entries

You can use the radio log to record various information about a unit or call. For example, you can add a description of a unit's activities or update the status of a unit. Making a radio log entry can save you time, because you can make the entry directly at the command line without opening a screen. For example, you can update a unit's status without opening the Update Unit screen.

When making a radio log entry, note the following information:

- Use the following format for the RL (Radio Log) command:

The unit number or unit numbers, the new status or ten-code, any relevant comments.

For example, to change the status of unit L1 to ARRVD (Arrived), type the following:

L1 ARRVD Requesting backup

Then, press Enter.

NOTE

If you do not enter a different command, the software defaults to the RL command. Therefore, you normally do not need to type **RL** before the unit number. However, when you create a new unit, you must type **RL** the very first time you place that unit on duty. After the software recognizes the unit, you no longer need to type **RL**.

- If your agency uses a unit number that is the same as a CAD command or its abbreviation, CAD runs the command instead of creating a radio log entry. For example, if your agency uses unit number e9 for engine nine and a dispatcher enters **e9 paged**, CAD reads **e9** as the E9-1-1 command. The dispatcher must enter **RL e9 paged** to make an entry in the radio log.
- You can add a call argument (such as C=61) to the RL command. For example, if units 101 and 111 are assigned to call 81, you can enter the following:

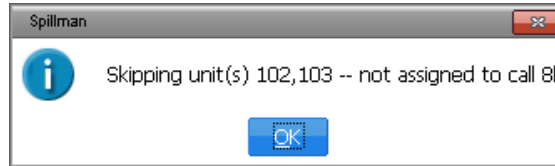
101,111 CMPLT C=81

You can also enter:

101,102,110,111 CMPLT

This command updates units 101, 102, 110, and 111. However, you cannot enter **101,102,103,110,111 CMPLT C=81** because units

102 and 103 are not assigned to call 81. If you do this, the screen displays an error message such as:



Click **OK** or press Enter to update the status of the units that are assigned to the specified call. Spillman does not update the status of the units that are not assigned to the call.

Entering radio log descriptions

You can type a descriptive comment after a radio log command.



If you type more characters than the command line can hold, the line scrolls. The software can record a maximum of 80 characters per radio log description. If you enter more than 80 characters, Spillman creates a new Radio Log sequence for each 80 characters in the description. For example, if you enter a description of 175 characters, the software creates three Radio Log sequences, the first two with 80-character **Description** fields and the third with a 15-character **Description** field, each description continuing from the previous description. Spillman labels each sequence with a number, which is displayed in the **Sequence** field on the Radio Log screen.

The way the software indicates that a radio log entry contains multiple sequences depends on the screen or report you are viewing. For example, on the Radio Log History screen, each record appears as a separate record. You can tell which records are part of a group because a plus sign (+) appears at the beginning of each comment field that is continued from the previous record.

These sequences also appear individually on the `rprldel` and `rprldump` reports. However, on the rest of the reports in which radio logs appear, only the first sequence of the group appears, so that your agency's statistics are not affected.

Adding miscellaneous notes

You can add several types of miscellaneous notes to the radio log. Two types are described below. Your agency might make notes in other ways as well. Ask your SAA which types of miscellaneous notes your software allows.

- Using the 10-code FUEL, you can enter gas purchased by officers. You can enter the location and amount of purchase in the description. Enter the following at the command line:

```
{unit#} FUEL {description}
```

For example, enter: **L2 FUEL \$18.50.**

- You can also enter papers served information using the associated ten code, such as PS. Ask your SAA for more information about ten codes. In the description, you can enter the location and the time and date of a service attempt. Attempts to serve civil process can be entered into the radio log as follows:

```
{unit#} PS {description}
```

For example, enter: **L2 PS Not home.**

Automatically printing radio log entries

Your SAA might configure the software to automatically print each radio log entry as you enter it. The radio log printer prints a running tally of radio log entries. (If multiple entries are created for one radio log, the printer prints only the first entry). The radio log printer is not used to print anything else. Therefore, when you begin your shift, make sure that the printer has sufficient paper and is on line and ready to print.

CAUTION

If the radio log printer goes down, immediately access the Dispatch Positions table and clear the Radio Log Printer field so that your PC does not lock up. When the printer is up and running again, re-enter the printer name in the Dispatch Positions table. Ask your SAA for instructions.

Searching the Main Radio Log Table

You can use the Main Radio Log table to modify an existing unit radio log entry, to add a new unit radio log entry, or to conduct more complicated searches than those possible at the Radio Log History screen.

To search the Radio Log table:

1. At the command line, type **RA** and press Enter. The Main Radio Log screen appears. For a description of each field on the screen, see [“Fields on the Main Radio Log Screen” on page 527](#).

The screenshot shows the 'Main Radio Log Screen' window. It has a menu bar with 'File', 'Edit', 'Search', 'Tools', and 'Help'. Below the menu is a toolbar with icons for 'Exit', 'Srch', 'Mod', 'Add', 'Clr', 'Del', 'View', 'List', 'Tot', 'Prt', 'Back', 'Fwd', 'Jadd', and 'Jres'. A secondary toolbar contains 'Invt', 'Orig', and 'Use'. The main area is titled 'Unit Radio Log' and contains several input fields: 'Time/Date' (with a date picker), 'Sequence' (checkbox), 'Logged by', 'Unit', 'Agency', 'Ten Code', 'Description', 'Call ID', 'Type' (checkbox), 'Natr', 'Rptd' (with a date picker), 'Incidents', 'Zone', 'Shift', and 'Geobase Coordinates'. At the bottom, there is a status bar showing 'User: sds' and 'Search for specific records'.

TIP

For a description of the fields on the Main Radio Log screen, see [“Fields on the Main Radio Log Screen” on page 527](#).

2. Select the **Srch** option.
3. Enter your search criteria in the appropriate fields. Then, click **Accept** (Alt+A). Spillman displays the first entry that matches your search criteria.
4. To view a list of entries that match the search criteria, select the **List** option. A list window displays the matching entries in order from newest to oldest with the most recent entry at the top of the list.
5. Highlight the entry you want to view and click **OK** (Ctrl+X).
6. On the Main Radio Log screen, select the **Exit** option to return to the CAD Status screen.

Searching the Officer Radio Log table

The software lets you search for, add, or modify radio log entries by officer and unit.

To search the Officer Radio Log table:

1. At the command line, type **RLO** and press Enter. The Search Rlofficer Table screen appears.

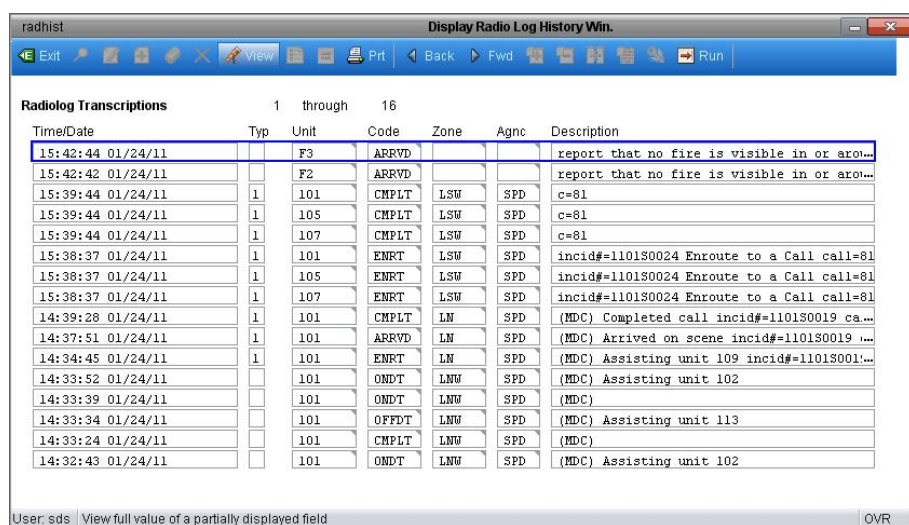
TIP

For a description of the fields on the Search Rlofficer screen and the type of information to enter in each field, see ["Fields on the Search Rlofficer Screen" on page 528](#).

2. Select the **Srch** option. Enter your search criteria in the appropriate fields. Then, click **Accept** (Alt+A). Spillman displays the first entry that matches your search criteria.
3. To view a list of entries that match the search criteria, select the **List** option. A list window displays the matching entries in order from newest to oldest with the most recent entry at the top of the list.
4. Highlight the entry you want to view and click **OK** (Alt+A).
5. On the Search Rlofficer Table screen, select the **Exit** option to return to the CAD Status screen.

Viewing Radio Log History

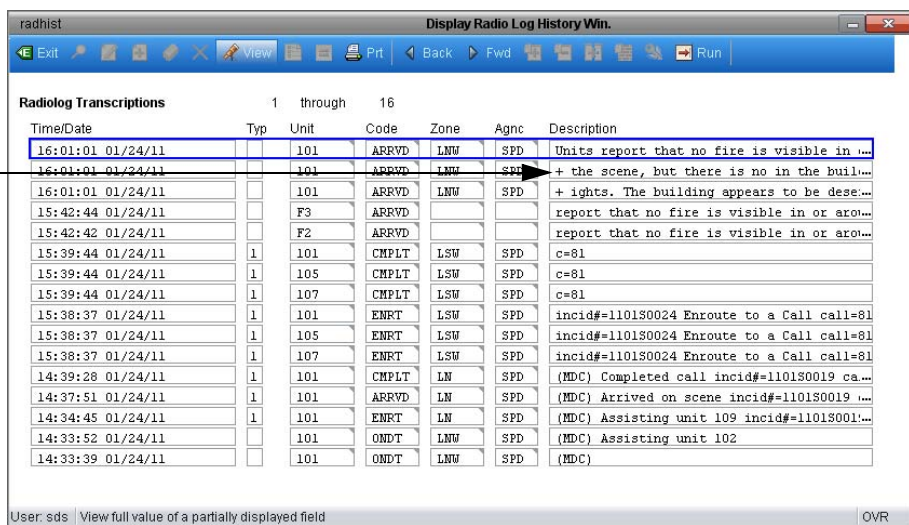
Use the RH command to view unit radio log history. If you enter RH without designating a unit number or call number, the full radio log history appears. The most recent entry appears at the top of the list.



Time/Date	Typ	Unit	Code	Zone	Agnc	Description
15:42:44 01/24/11		F3	ARRVD			report that no fire is visible in or aro...
15:42:42 01/24/11		F2	ARRVD			report that no fire is visible in or aro...
15:39:44 01/24/11	1	101	CMPLT	LSW	SPD	c=81
15:39:44 01/24/11	1	105	CMPLT	LSW	SPD	c=81
15:39:44 01/24/11	1	107	CMPLT	LSW	SPD	c=81
15:38:37 01/24/11	1	101	ENRT	LSW	SPD	incid#=1101S0024 Enroute to a Call call=81
15:38:37 01/24/11	1	105	ENRT	LSW	SPD	incid#=1101S0024 Enroute to a Call call=81
15:38:37 01/24/11	1	107	ENRT	LSW	SPD	incid#=1101S0024 Enroute to a Call call=81
14:39:28 01/24/11	1	101	CMPLT	LNW	SPD	(MDC) Completed call incid#=1101S0019 ca...
14:37:51 01/24/11	1	101	ARRVD	LNW	SPD	(MDC) Arrived on scene incid#=1101S0019 ...
14:34:45 01/24/11	1	101	ENRT	LNW	SPD	(MDC) Assisting unit 109 incid#=1101S001...
14:33:52 01/24/11		101	ONDT	LNW	SPD	(MDC) Assisting unit 102
14:33:39 01/24/11		101	ONDT	LNW	SPD	(MDC)
14:33:34 01/24/11		101	OFFDT	LNW	SPD	(MDC) Assisting unit 113
14:33:24 01/24/11		101	CMPLT	LNW	SPD	(MDC)
14:32:43 01/24/11		101	ONDT	LNW	SPD	(MDC) Assisting unit 102

If the software created multiple records for a single radio log entry (because of more than 80 characters in the description), these multiple records appear in the radio log history. You can tell which records are part of a group by the plus sign (+) that appears at the beginning of each **Description** field that is continued from the previous record.

Plus sign
indicating multiple
records for a
single radio log
entry



Time/Date	Typ	Unit	Code	Zone	Agnc	Description
16:01:01 01/24/11		101	ARRVD	LNW	SPD	Units report that no fire is visible in ...
16:01:01 01/24/11		101	ARRVD	LNW	SPD	+ the scene, but there is no in the buil...
16:01:01 01/24/11		101	ARRVD	LNW	SPD	+ ights. The building appears to be dese...
15:42:44 01/24/11		F3	ARRVD			report that no fire is visible in or aro...
15:42:42 01/24/11		F2	ARRVD			report that no fire is visible in or aro...
15:39:44 01/24/11	1	101	CMPLT	LSW	SPD	c=81
15:39:44 01/24/11	1	105	CMPLT	LSW	SPD	c=81
15:39:44 01/24/11	1	107	CMPLT	LSW	SPD	c=81
15:38:37 01/24/11	1	101	ENRT	LSW	SPD	incid#=1101S0024 Enroute to a Call call=81
15:38:37 01/24/11	1	105	ENRT	LSW	SPD	incid#=1101S0024 Enroute to a Call call=81
15:38:37 01/24/11	1	107	ENRT	LSW	SPD	incid#=1101S0024 Enroute to a Call call=81
14:39:28 01/24/11	1	101	CMPLT	LNW	SPD	(MDC) Completed call incid#=1101S0019 ca...
14:37:51 01/24/11	1	101	ARRVD	LNW	SPD	(MDC) Arrived on scene incid#=1101S0019 ...
14:34:45 01/24/11	1	101	ENRT	LNW	SPD	(MDC) Assisting unit 109 incid#=1101S001...
14:33:52 01/24/11		101	ONDT	LNW	SPD	(MDC) Assisting unit 102
14:33:39 01/24/11		101	ONDT	LNW	SPD	(MDC)

Sorting radio log entries

To sort the radio log entries:

1. Enter **RH**, followed by a letter that specifies the type of entries you want to view. You have the following options:

u	Unit number
c	Call number
a	Agency code
z	Zone code
s	Status code
i	Call ID

To display entries for the status ONDT (On Duty), you can enter **RH S ONDT**. To display entries for unit 10, you can enter **RH U 10**.

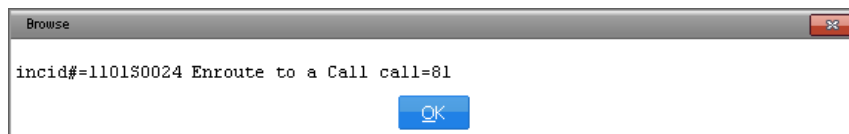
NOTE

When you display entries for a specified status, the software does not show all units currently at that status. Instead, it shows all radio log entries in which the status was changed to the specified status. That status might not be the current status of the unit.

When you display entries for a specified agency, the entries are grouped first by zone and then by chronological order. If it appears that entries are missing, scroll through the list to locate them.

The radio log transcriptions display the time and date, unit, code, zone, agency, and description for the value you entered.

2. To view the full text in the **Description** field for a radio log entry, highlight that entry and press Enter. The text appears in a view window.



3. To close the view window, click **Continue** or press Enter.
4. After you finish viewing the entries in the list, select the **Exit** option.

Printing a radio log history

When you access the Radio Log History screen to view radio log entries, you can print a hard copy of the radio log entries in your search set.

To print a radio log entry:

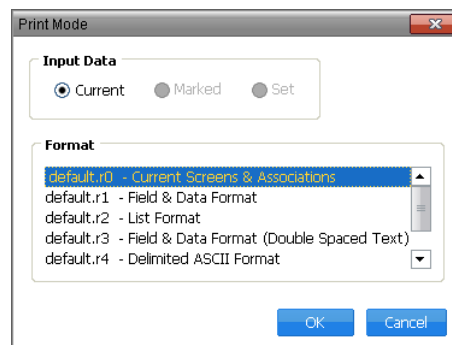
1. In CAD, open the Radio Log History screen by entering **RH** at the command line.

NOTE

If you do not want to view the entire radio log history, you can sort the radio log entries so that Spillman displays only those radio log entries that you want to view. See ["Sorting radio log entries" on page 310](#).

2. Select the radio log entry you wish to print, and then select the **Prt** option.

The **Print Mode** dialog box appears.



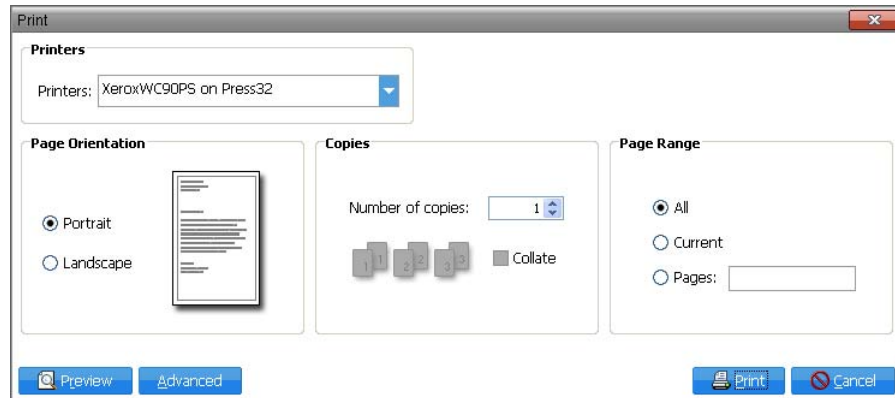
NOTE

Because you can only print one CAD radio log history record at a time, **Current** is selected by default when you open the **Print Mode** dialog box.

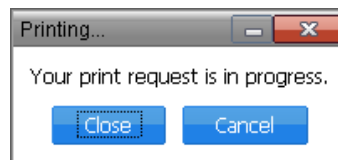
3. In the **Format** area, select the format in which to print the record.

4. Click **OK**.

The **Print** dialog box appears.

5. Set your printing options. See “Printing Records and Running Reports” in the *RMS User Manual* for more information.6. Click **Print** (Alt+P).

The following dialog box appears.



After processing the information, Spillman removes the dialog box and sends the information to the selected destination. To close the dialog box before the information is processed, click **Close** or press Enter. To cancel the print request, click **Cancel**. (If you click **Cancel**, the software notifies you that the print job has been canceled.)

Viewing radio log entries from an Incident record

If you use any of the Incident tables (in the Law, Fire, or EMS Records Management module), the software generates an Incident record either when you add or when you dispatch a call. You can view radio log entries associated with a specific incident directly from that Incident record.

To view radio log entries from an Incident record:

1. At the command line, enter the command for the incident screen that you want to access. For example, to open the Law Incident screen, type **LA** and press Enter.
2. Select the **Srch** option and search for the incident that you want to view.
3. With the correct Incident record on the screen, select the **Rlog** option. The Radio Log screen appears, displaying the first radio log entry associated with the current Incident record.
4. Select the **List** option to view a list of all radio log entries associated with the current Incident record.
5. After you finish viewing the Radio Log records, select **Exit** to return to the incident screen. Select **Exit** again to return to the CAD Status screen.

Using the Radio Log for Property Watches

Some dispatch centers use the radio log to manage property watches. You can use the radio log to record property watch requests and provide information to responsible officers. After the watch is complete, you can provide reports to the requesting parties.

The software connects the radio log entries and the Law Incident screen. You can then view the radio log entries from the Incident screen. You can also print the Property Watch Summary Reports for use by your officers or the requesting party.

To complete these functions, the software must recognize property watch as a call nature. Ask your SAA whether your software is set up to do this.

Adding property watch requests

When you receive a request for a property watch, add the call at the command line. If you do not want a property watch call to appear on the CAD Status screen for an extended period of time, you can complete the call at the same time that you add the call.

To add a property watch call:

1. At the command line, enter **AC 'property watch'** and the location (as in **AC 'property watch' 456 Pine Street**).

NOTE

If the description is longer than one word (as is the case with **property watch**), enclose it in single quotation marks.

2. Enter information in the appropriate fields on the Add A New Call screen.

The time and date fields default to the current time and date, but you can change the values as needed.

3. To save the call, click **Accept** (Alt+A). The call appears in the **Undispatched Calls** window.
4. To remove the call from your screen enter the following at the command line: **DC {call #} {unit#}** (to complete the call, you must dispatch a unit to the call). When the Dispatch Call screen appears, enter **CMPLT** in the **Status** field. Although the call status is complete, you can still enter Radio Log records for the call.

Creating Law Incident connections

Adding a call for a property watch creates a Law Incident record that has the offense code that your software recognizes as the offense code for property watch. The software also enters the CAD call number in the **Call ID** field.

To ensure that the CAD Call ID number appears in subsequent Property Watch Summary Reports with Narratives (rplwpwsr.r2), modify the Law incident as follows:

1. At the command line, type **LA** followed by the incident number or active call number. Then, press Enter. The Law Incident screen appears displaying the incident that you specified.
2. Select the **Mod** option.
3. Move the cursor to the **Narratives** field, and click **Editor** (Ctrl+E).
4. In the **Narratives** field, enter the Call ID number, Date Leaving, and Date Arriving. Information from this field prints on any subsequent Property Watch Summary Reports. This report alerts deputies as to when to expect the requesting party to return.
5. In the **As Observed** field, enter the recognized Property Offense Code (PWAT).
6. To save your changes, click **Accept** (Alt+A).

Making radio log entries

Use the Radio Log screen to record the reports made by officers who perform a property watch. Each entry creates a radio log for the officer and ties this log to the Incident record. The Incident record includes a log that shows the dates and times of each property check, with the officer's comments.

NOTE

When you make radio log entries in the Main Radio Log table, you can enter a comment with a maximum of 80 characters. To enter a comment with more than 80 characters, create a second, identical record, incrementing the sequence number by one and adding up to the next 80 characters.

To make a radio log entry:

1. At the command line, type **RA** and press Enter. The Main Radio Log screen appears.

2. Select the **Add** option.
3. Enter information in the appropriate fields. For information about what type of information to enter in each field, see [“Fields on the Main Radio Log Screen”](#) on page 527.

NOTE

When an officer calls in a report on a property watch, the officer must tell the dispatcher the Call ID number for the specific property watch (the number on the officer's report). The Call ID number in the Radio Log screen creates further connections between the Radio Log and Law Incident screen that let you view all radio logs for a specific property watch.

4. Select the **Exit** option to return to the CAD Status screen.

Viewing property watch history

You can view all radio log entries for a property watch through the Law Incident screen.

1. Depending on whether you know the incident number, select one of the following options.

If	Do this
You know the incident number	At the command line, type LA followed by the incident number. Then, press Enter.
You do not know the incident number	<ol style="list-style-type: none">1 At the command line, type LA and press Enter.2 Select the Srch option and locate the correct law incident.

2. With the correct law incident on the screen, view a list of radio log entries of view complete Radio Log records.

To	Do this
View a list of radio log entries (you cannot open individual Radio Log records from the list)	<ol style="list-style-type: none">1 Select the View option.2 Type the number of the Last RadLog field and press Enter.3 To close the list, click OK or press Enter.
View complete Radio Log records	<ol style="list-style-type: none">1 Select the Rlog option. Spillman displays the latest radio log entry for the incident.2 Select the List option to view a list of radio log entries. You can open any of the records in the list.3 Select the Exit option to return to the Law Incident screen.

3. Select the **Exit** option to return to the CAD Status screen.

Printing property watch reports

Your agency can print new reports at the beginning of each shift, when a property watch is opened or closed, or to update officers when the status of a property watch changes (for example, when suspicious activity occurs near the watched location).

The reports include the location, the dates of the requesting party's departure and return, and the Call ID.

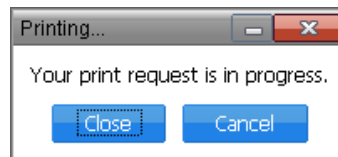
To print the Property Watch Summary report with narratives (rplwpwsr.r2):

1. At the command line in CAD, type **rplwpwsr**. Then, press Enter. The report screen appears.

2. In the **Format** area, select **rplwpwsr.r2-Property Watch Summary with Narrative**.
3. In the **Search Criteria** area, enter information in the optional fields as needed.
4. In the **Property Watch Code** field, enter your agency's offense code for property watches.

Once you enter your agency's offense code for property watches in the **Property Watch Code** field, Spillman automatically opens the **Print** dialog box.

5. Set your printing options. See "Printing Records and Running Reports" in the *RMS User Manual* for more information.
6. Click **Print** (Alt+P). The following dialog box appears.



After processing the information, Spillman removes the dialog box and sends the information to the selected destination. To close the dialog box before the information is processed, click **Close** or press Enter. To cancel the print request, click **Cancel**. (If you click

Cancel, the software notifies you that the print job has been canceled.)

Chapter 9

Performing Inquiries

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Overview

If you have the necessary security clearance, you can perform inquiries from CAD into other modules of the Spillman software. This allows you to find information that is valuable to you in your dispatch duties. For example, you can run a license plate search to find all applicable information about the owner of a vehicle.

You can use CAD commands to access any of the following tables (if your agency uses the necessary modules):

- Accident
- Citation
- Fire Incident
- Names
- Property
- Wanted Person
- Call
- EMS Incident
- Law Incident
- Premises
- Vehicle
- Radio Log

Your security privileges determine what you can do in each of these tables. For example, you might have read-only privileges to one table and add and modify privileges to a different table.

If you have the necessary security privileges for the **run** command, you can access any table in the Spillman software. For example, at the command line, enter **run fldint** to go to the Field Interviews table.

Use the following table to quickly find the information you need.

To learn how to	See
Perform inquiries from the command line	“Performing Command Line Inquiries” on page 323
Perform inquiries about persons	“Performing Name Inquiries” on page 325
Perform inquiries about vehicles	“Performing Vehicle Inquiries” on page 328

Performing Command Line Inquiries

CAD provides special commands to assist you in performing name and vehicle inquiries. You perform inquiries at the command line. The method you use for performing an inquiry depends on whether your agency uses the State Link module.

With State Link

If your agency uses the State Link module, you must enter all of the parameters for a command (the commands are described in the following sections). After you enter a command, the software searches any applicable external databases and then the appropriate Spillman table.

If you do not enter a value for every parameter, a window opens with a field for every parameter. Enter the parameters again. The software sends an inquiry to the external database, using this information.

The software then searches the Spillman database. If it finds any matching records, it displays them in a list window that appears in front of your CAD Status screen. The list contains a line for each matching record. To view the full information on any record, highlight that line in the list window and press Ctrl+E. The full record then appears on the screen.

Without State Link

If your agency does not use the State Link module, you can omit optional parameters. However, if you leave out parameters such as the date of birth and the sex, mark each missing parameter's place with an asterisk (*), as shown in the following examples:

`DQ [requesting-unit#] [last,first {m}] {DOB} {sex} {st} {comments}`

`DQ 2T smith, john w 041652 * ut.traffic stop`

`DQ 2 smith, john w * * ut.traffic stop`

`DQ 2T smith, john w * m ut.traffic stop`

You can omit optional parameters without using asterisks if the omitted parameters are between the last parameter you want included and the comments. For example, you can use entries like the following:

`DQ 2T smith, john w 041652.traffic stop`

`DQ 2T smith, john.traffic stop`

`DQ 2T smith, john w * m.traffic stop`

When you press Enter after typing a command, the software searches the Spillman database. If it finds any matches, it displays them in a list window that appears in front of your CAD Status screen. The list contains a line for each matching record. To view the full information on any record, highlight

that line in the list window and press Ctrl+E. The full record then appears on the screen. Select **Exit** to return to the list, and click **OK** (Alt+X) to close the list and return to the CAD Status screen.

Performing Name Inquiries

Use any of the following commands to perform name inquiries:

Use this command	To search by
DQ	Name and date of birth.
DQA	Name and date of birth only for those persons who have alerts or warnings (generally appearing in the top right corner of the screen). These alerts and warnings do not appear in a field and usually appear in red.
DQL	Driver's license number.

When searching for a name with the DQ, DQL, or DQA commands, the software first searches for an exact match. If no exact match is found, the software searches for:

- A soundex match on the last name
- A date of birth range of +/- 366 days

Drivers license query by name and date of birth

The driver's license query by name and date of birth searches the Names table for records that match the specified name and DOB. The software automatically makes a radio log entry for the unit requesting the inquiry.

To search by name, type **DQ** followed by the number of the requesting unit and the person's last and first names. As an option, you can add the person's date of birth (in the MMDDYY format), the person's sex, the state issuing the driver's license and any comments (type a period before typing the comments). For example, you might type: **DQ L1 smith,john 041134 m CA.traffic stop.**

To perform a license query by name and date of birth:

1. At the command line, type **DQ** followed by the appropriate parameters. Then, press Enter.

The software displays any matching Name records in a list window.

2. To open a Name record from the list, highlight that Name record and press Ctrl+E.
3. To close the Names screen, select the **Exit** option. To close the list window, click **OK** or press Enter.

Drivers license query by name and date of birth for names that have alerts

The DQA query selects only Name records that have alerts. The alerts do not appear in a field. The software automatically makes a radio log entry for the unit requesting the inquiry.

To perform a DQA inquiry, type **DQA** followed by the number of the requesting unit and the person's last and first names. As an option, you can add the person's date of birth (in the MMDDYY format), the person's sex, the state issuing the driver's license and any comments (type a period before typing the comments). For example, you might type: **DQA L1 smith,john 041134 m CA.traffic stop.**

To perform a DQA inquiry:

1. At the command line, type **DQA** followed by the appropriate parameters. Then, press Enter.

The software displays any matching Name records in a list window.

2. To open a Name record from the list, highlight that Name record and press Ctrl+E.
3. To close the Names screen, select the **Exit** option. To close the list window, click **OK** or press Enter.

Drivers license query by number

The DQL inquiry searches the Names table for records matching the specified driver license number. The software makes a radio log entry to the unit that requests the inquiry.

To perform a DQL inquiry, type **DQL** followed by the number of the requesting unit and the person's driver's license number. As an option, you can add the state issuing the driver's license and any comments (type a period before typing the comments). For example, you might type: **DQL L1 12345678 CA.traffic stop.**

To perform a DQL inquiry:

1. At the command line, type **DQL** followed by the appropriate parameters. Then, press Enter.

The software displays any matching Name records in a list window.

2. To open a Name record from the list, highlight that Name record and press Ctrl+E.
3. To close the Names screen, select the **Exit** option. To close the list window, click **OK** or press Enter.

Name queries by searching your agency database only

To search for names using your agency's database only, use the **n** command.


Use the following format:

```
N {name# | last,{first {m {dob}}}}
```

If you omit the first name, you must use a comma after the last name. For example, suppose that you want to search for a person whose last name is Flutie. At the Command line, enter the following command:

```
N Flutie,
```

The list window opens, listing the Name records that match your search criteria. For each record, it displays the person's name number, last name, first name, middle name, date of birth, any alerts, street address, city, and state.



The screenshot shows a window titled 'nmmain' with a table of Name records. The table has columns: Name Numb, Name (last, first middle), Birth Date, Alert, Street Address, and City, St. The records are for people with the last name 'Flutie'. The first record is highlighted with a blue border.

Name Numb	Name (last, first middle)	Birth Date	Alert	Street Address	City, St
5	Flutie, Adam Joe	12/15/60	Arre+	401 ELDER ST	Springfi
337	Flutie, Adam Robert	03/15/80	Conf	301 ELDER ST	Springfi
77	Flutie, Allen Carlos	10/08/45		3002 COVERT RD	GLENVIEW
49	Flutie, Denise E	10/05/73	Acti	6481 E Metzley	TOWN CRE
70	Flutie, Sherrell Leann	05/31/80		105 N MAIN ST	Springfi

Below the table are navigation buttons: Begin, Prev Page, Next Page, End, Lookup, Accept, and Cancel. The status bar at the bottom shows 'User: sds' and 'OVR Rec 1 of 5'.

To view a Name record in the list, highlight the name and click the Lookup button (Ctrl+E) to open the Names screen.

You can narrow your search by including more of the person's name, as in the following example:

```
N Flutie, A*
```

To search for all persons named Adam Flutie, enter the following command:

```
N Flutie, Adam
```

If the person has a common name, you might further narrow your search by including the person's middle name and date of birth, as in the following example:

```
N Smith, John Doe 12/15/1960
```

Use the *mm/dd/yyyy* format when entering the date of birth.

In addition to searching by name, you can search by name number, as in the following example:

```
N 5
```

Performing Vehicle Inquiries

Use any of the following commands to perform vehicle inquiries:

Use this command	To search by
RQ	License plate number
RQV	VIN number

Performing a vehicle registration query by license plate

The vehicle registration query by license plate searches the Vehicle table for a Vehicle record matching the license plate query. It also posts an entry to the radio log for the unit that makes the query.

The vehicle registration query by license plate is entered using the following format:

```
RQ [unit] [plate] {st} {year} {lptype}{.comments}
```

If your agency does not use StateLink, then enter **RQ** followed by the number of the requesting unit and the license plate number. If desired, the state, license year, and additional comments can also be entered. The license plate type is not used. For example, enter **RQ 11 bad789 ut 2016.white chev.**

NOTE

If there is a space in the license plate number, then enter a question mark (?) in place of the space. Do not enter a space in the query.

If your agency uses StateLink, then the state, license year, and license plate type might be required, depending on the requirements for your state and whether the plate is from out of state. For example, enter **RQ L2 bad789 ut 2016 PRIV.white chev.**

To perform a vehicle registration query by license plate:

1. At the command line, enter **RQ** followed by the appropriate parameters.

Depending on the query results, one of the following occurs:

- If no matching records are found in the local database, then the following message is displayed:

```
No matching vehicles in the local database
```

- Click **OK** or press Enter to close the message.

- If matching records are found in local databases, then the returns are sent to the Mobile Message Center.
 - If matching records are found in external databases, then the returns are sent to the Mobile Message Center.
2. To view the returns, navigate to the appropriate folder in the Mobile Message Center.

NOTE

In Mobile, local and state returns can be forwarded to an officer or another dispatcher, and state returns can be imported to the database, if desired. For more information, see the Mobile Online Help.

3. When finished, return to the command line.

Vehicle registration query by VIN

The vehicle registration query by VIN searches the Vehicle table for a Vehicle record matching the VIN. It posts an entry to the radio log for the unit making this query.

To perform an RQV inquiry, type **RQV** followed by the number of the requesting unit and the VIN. As an option, you can add the state issuing the license plate and any comments (type a period before typing the comments). For example, enter **RQV L2 123456789012345 ut.white chev.**

NOTE

Do not use spaces in the VIN. Use a question mark (?) if you know there is a space.

To perform an RQV inquiry:

1. At the command line, enter **RQV** followed by the appropriate parameters.

Depending on the query results, one of the following occurs:

- If no matching records are found in the local database, then the following message is displayed:

No matching vehicles in the local database
– Click **OK** or press Enter to close the message.
- If matching records are found in local databases, then the returns are sent to the Mobile Message Center.

- If matching records are found in external databases, then the returns are sent to the Mobile Message Center.
2. To view the returns, navigate to the appropriate folder in the Mobile Message Center.

NOTE

In Mobile, local and state returns can be forwarded to an officer or another dispatcher, and state returns can be imported to the database, if desired. For more information, see the Mobile Online Help.

3. When finished, return to the command line.

Chapter 10

Policy Violation Table

Recording Policy Violations 332

Recording Policy Violations

To record violations of your agency's communications procedures:

1. Open the Policy Violation table by using one of the following methods:
 - On the Dispatch menu, click **Policy Violation Table**.
 - At the command line, type **run pvmain**. Then, press Enter.
 - From any Spillman screen, select the **Run** option. Then, enter **pvmain** at the command line.

The Policy Violation screen appears.

The screenshot shows the 'Policy Violation Table' application window. The interface includes a menu bar (File, Edit, Search, Tools, Help) and a toolbar with various function buttons. The main form area is divided into several sections: 'Policy Violation' with fields for Violation Date, Violation Time, Officer Name, Agency, and Communications Officers; 'Violation' with a 'Details Lines' section containing seven numbered input fields, and 'Supervisor Notified' and 'Date Notified' fields; and 'Comments' with a 'Comment 1' field. The status bar at the bottom indicates the user is 'sds' and provides a search function.

2. Select the **Add** option.
3. In the **Violation Date** field, enter the date the violation occurred. Click the Time button (Ctrl+T) to enter the current date.
4. In the **Violation Time** field, enter the time of day the violation occurred. Click the Time button (Ctrl+T) to enter the current time.
5. In the **Officer Name** field, enter the name of the officer who commits the violation. Click the Lookup button (Ctrl+E) to select from a list of officers.
6. In the **Agency** field, type the code for the officer's agency.
7. In the **Communications Officers** field, type the name of the communications officers associated with this violation.

8. In the **Violation** field, type a description of the policy violation. You can type approximately 70 characters on each line. Press Enter to move to the next line.
9. In the **Supervisor Notified** and **Date Notified** fields, indicate whether the supervisor was notified and when the notification occurred.
10. In the **Comment** field, enter any relevant comments.

TIP

For a description of the fields on the Police Violation screen and the type of information to enter in each field, [see "Fields on the Policy Violation Screen" on page 528](#).

11. To save your changes, click **Accept** (Alt+A).

If you accessed the Policy Violation screen from the CAD Status screen, select the **Exit** option to return to the CAD Status screen.

Chapter 11

Customizing CAD

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Overview

This chapter describes how to customize the CAD screen to fit your individual needs and work habits. There are several options for changing the look and feel of the screen, such as adding and removing fields from the status windows.

Ask your SAA about your agency's policy regarding customization. Your SAA can lock some or all of the features described in this chapter. If a feature is locked during a session, then that feature can still be used for the duration of the session. However, the next time CAD is opened, the default settings assigned by your SAA are used. If a feature is not locked, then you can save your changes for that feature so they are used in future sessions.

NOTE

When CAD is customized, your changes do not affect other users. Your changes are saved on your agency's server in your personal login file. Your login file can be accessed from any computer on your agency's network by using your personal login.

Up to five custom configurations, including your default configuration, can be created. To use a custom configuration, at the command line, enter the config command for the configuration to use. For example, config2.

TIP

A custom configuration can be assigned to a shortcut key on the numeric keypad, as described in ["Using the CAD Keypad" on page 353](#).

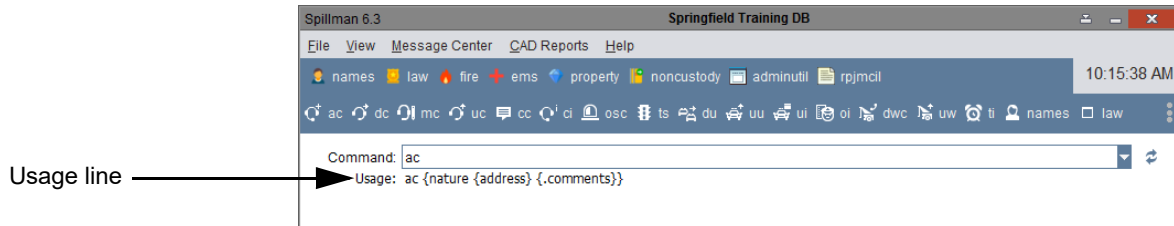
To customize CAD, do any of the following:

- ["Customizing the CAD Command Center" on page 337](#)
- ["Customizing the CAD Status Windows" on page 339](#)
- ["Using the CAD Keypad" on page 353](#)
- ["Customizing CAD Alerts" on page 355](#)

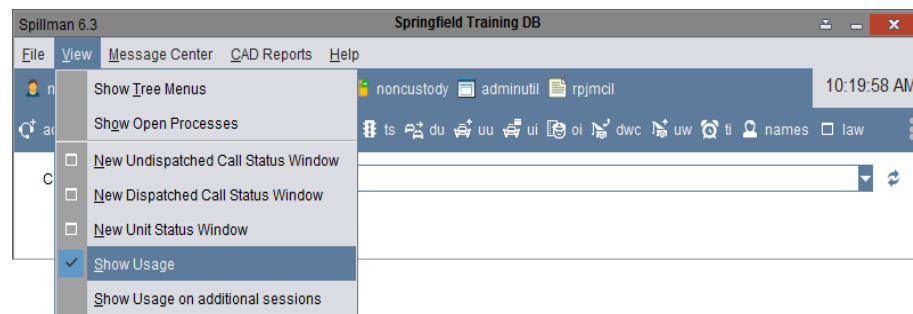
Customizing the CAD Command Center

When a command is entered at the command line after opening CAD, the software searches CAD first. If the program does not exist in CAD, then the software searches RMS.

Below the command line, the usage line is displayed. When a command is entered, the usage line displays the format for the CAD command.



To turn the usage line on or off, from the menu bar, select **View > Show usage**. A check mark indicates that the usage line is turned on.



For more information about the command center, see [“Using the Command Center in CAD” on page 29](#).

Working with anchor points

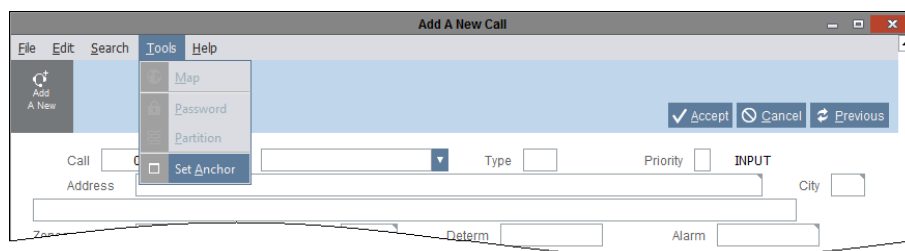
The software can be set up to remember the anchor point for specified screens, so that the screen always opens at the anchored point. This feature is especially helpful for CAD dispatchers who work with multiple screens simultaneously, and for whom visual screen space is crucial for efficiency.

The anchored point is remembered only during the current session, but can be made permanent by selecting the **Remember Window Positions** check box in the **General Settings** tab of the Configuration screen. For more information on the **General Settings** tab, see the *RMS User Manual*.

Setting an anchor point

To set an anchor point:

1. Open the screen from which the anchor point should be set.
2. Drag the screen to the desired location.
3. From the Tools menu, select **Set Anchor**.



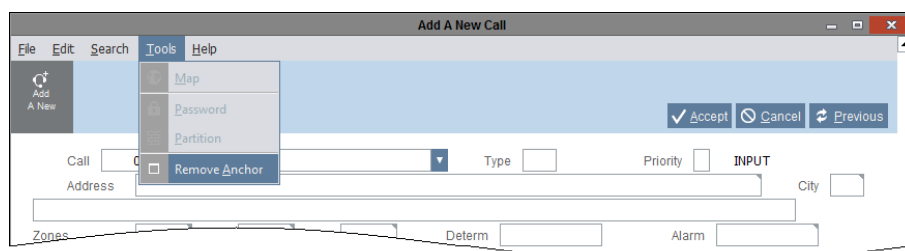
The software remembers the specified location each time the screen is opened during the current session.

Removing an anchor point

Anchor points can be removed.

To remove an anchor point:

1. Open the screen from which the anchor point should be removed.
2. From the Tools menu, select **Remove Anchor**.



The anchor is removed.

- “Setting up CAD to use color codes” on page 352

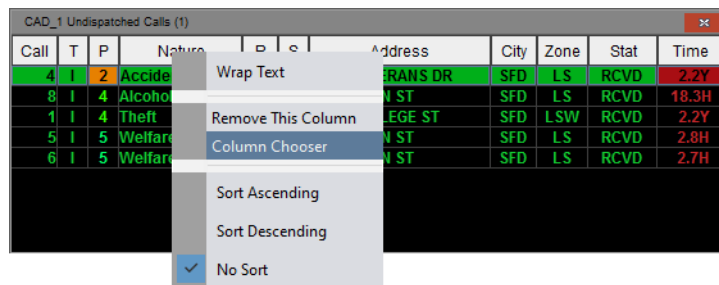
Determining the columns that are displayed in a status window

The columns displayed in the CAD status windows can be changed from the default. The current session can be customized, or up to five custom configurations can be created. To create a custom configuration, at the command line, enter a config command, such as **config2**, up to **config5**. The config command also activates the corresponding sort configuration. For more information, see “Customizing the sort configuration” on page 346.

To select the columns that are displayed in a status window:

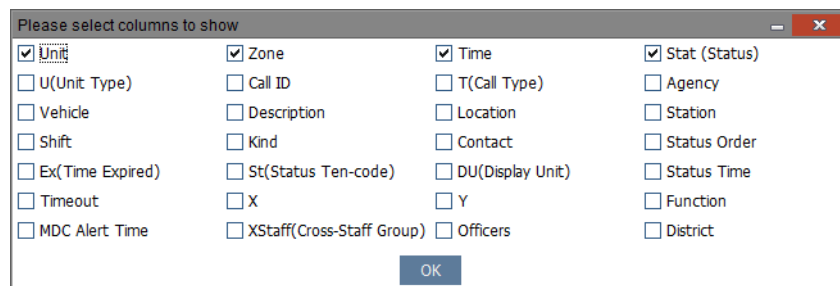
1. Open CAD.
2. If setting the columns for a custom configuration, at the command line, enter the desired configuration. For example, **config3**. Otherwise, continue to step 3.
3. Locate the status window to customize, and then right-click the header of any column in the status window.

A menu opens.



4. To add a column, select **Column Chooser**.

The Column Chooser window opens.



5. To add or remove columns to the selected status window, select or clear the check box for that column.
6. Click **OK** to close the dialog box.

Columns on the Undispatched Calls and Dispatched Calls windows

The following table describes the columns that can be displayed in the Undispatched Calls and Dispatched Calls windows of the CAD Status screen.

Column	Displays
Address	The location of the call.
Agency	The agency to which the call belongs.
Call	The active call number. Calls are numbered as they are added. Every 24 hours, at midnight, the numbering starts over again.
Call ID	The long-term call ID assigned to the call.
Call Info	The number of times call comments or call information has been added to the call.
Call Info Viewed	The number of times the call comments or call information has been viewed by the current user. For example, if the Call Info column displays 4 and the Call Info Viewed column displays 3, then the call comments have been updated only once (because $4 - 3 = 1$ time) since the current user last viewed them.
City	The city code of the city in which the call occurred.
Date Reported	The date the call was reported.
District	The district for the call, if your agency uses the Districts Codes table (tbdist).
DS (Dispatch Level Status)	The status of the call's dispatch level, if your agency uses ProQA.
Ex (Time Expired)	A value indicating whether the Timeout value has been reached. Displays True if the Timeout value has been reached and False if the value has not been reached.
Hold Time	The time and date the call will be dispatched, if the call is currently on hold.
LS (License Plate State)	The state in which the vehicle involved with the call is registered, if any.
Nature	The nature of the call.
P (Priority)	The priority of the call.
ProQA	The dispatch level of the call, if your agency uses ProQA.

Column	Displays
R (Response Plans)	The number of response plans, if any, that are available for the call. This column is used only if your agency uses the Response Plans module and maintains a geobase.
Record ID	The Incident Number connected to the call. If multiple incidents are generated, then the Incident Number of the first incident is displayed. The Incident Number displayed corresponds to the call type.
Rpnum (Response Plan Number)	The Response Plan Number for the response plan associated with the call, if any. This column is used only if your agency uses the Response Plans module and maintains a geobase.
S (Special Instructions)	Indicates whether special instructions exist for the call. Displays Y for Yes and N for No.
St (Status ten-code)	The ten-code status of the call.
Stat (Status)	The status of the call. Non-dispatched calls have a status of either input (INPUT) or received (RCVD).
Status Time	The time of the last status change.
T (Call Type)	The type of call: Law (l), Fire (f), EMS (e), or Miscellaneous (m).
Time	Time elapsed since the last change in the call status.
Timeout	The time and date when the value in the Time column turns red. The color red indicates that a unit has been on duty or en route to a call longer than the timer set by your SAA.
Unit	The unit that is the responsible unit on the call.
Units	All units dispatched to the call, including the responsible unit. The software lists the responsible unit first.
X	The x-coordinate of the call, if your agency maintains a geobase and the address has been validated.
Y	The y-coordinate of the call, if your agency maintains a geobase and the address has been validated.
Zone	The zone code for the zone in which the call occurred.

Columns on the Unit Status window

The following table describes the columns available on the Unit Status window.

Column	Displays
Agency	The agency to which the call belongs.
Call ID	The long-term call ID assigned to the call.
Contact	The contact method for the unit, for example, pager or radio.
Description	The last radio log comment for the unit.
District	The district for the unit. The column supports the Sorting Units and Calls by District feature in Mobile Voiceless CAD.
DU (Display Unit)	A value that determines whether a unit appears on screen when on duty. If the value is 0, then the unit does not appear. If the value is 1, then the unit appears.
Ex (Time Expired)	A value indicating whether the Timeout value has been reached. Displays <code>True</code> if the Timeout value has been reached and <code>False</code> if the value has not been reached.
Kind	The kind of unit responding to the call, for example, ambulance or patrol unit.
Location	The location of the call and any radio log comments associated with the call.
Officer	The names of the officers assigned to the unit.
Shift	The shift of the unit responding to the call.
St (Status ten-code)	The ten-code from the Unit Status Ten-Codes table (<code>tb10code</code>) that corresponds to the status description. For example, if the unit's status is <code>ENRT</code> , then 8 is displayed.
Stat (Status)	The status of the unit.
Station	The station of the unit responding to the call.
Status Order	Not currently in use.
Status Time	The time of the last status change.
T (Call Type)	The code for the call type. This column can contain one or more of the following codes: <ul style="list-style-type: none">• 1 for Law calls• e for EMS calls• f for Fire calls• m for Miscellaneous calls
Time	The time that the unit has remained at the current status.

Column	Displays
Timeout	The time and date that the value in the Time column will turn red. A red value indicates that a unit has been on duty or en route to a call longer than the set time.
U (Unit Type)	The code for the unit type. This column can contain one or more of the following codes: <ul style="list-style-type: none"> • 1 for Law calls • e for EMS calls • f for Fire calls • m for Miscellaneous calls
Unit	The unit name or code.
Vehicle	Not currently in use.
X	The x-coordinate of the call, if your agency maintains a geobase and the address has been validated.
Y	The y-coordinate of the call, if your agency maintains a geobase and the address has been validated.
Zone	The zone of the unit.

Rearranging and resizing the columns in a status window

To rearrange and resize the columns in a status window:

1. Open CAD.
2. In the desired status window, click the header of the column to move.

A down arrow appears in the header of the selected column.

Call	T	P	R	Nature	S	City	Address	Zone	Stat	Time
4	I	2		Accident		SFD	3100 VETERANS DR	LS	RCVD	2.2Y
3	I	2		Fire		SFD	818 SWEETWATER AVE	FS	RCVD	2.2Y
5	I	3		Robbery			6 INDUSTRIAL WAY;UNIT C		RCVD	1.2d

3. Drag the column to the desired location, and release the mouse button.

The column is moved to the new location.

CAD_1 Undispatched Calls (1)										
Call	T	P	R	S	City	Address	Nature	Zone	Stat	Time
5	I	3				6 INDUSTRIAL WAY-UNIT C	Robbery		RCVD	1.2d
3	I	2			SFD	818 SWEETWATER AVE	Fire	FS	RCVD	2.2Y
1	I	2			SFD	123 S MAIN ST	Fire	FS	RCVD	0.1m
4	I	2			SFD	3100 VETERANS DR	Accident	LS	RCVD	2.2Y

- Rest the mouse pointer on the edge of the column to resize.

The pointer becomes a double-sided arrow.

CAD_1 Undispatched Calls (1)										
Call	T	P	R	S	Nature	Address	City	Zone	Stat	Time
5	I	4			Burglary	S MAIN ST	SFD	LS	RCVD	1.9H
1	I	2	2	Y	Homicide	999 COLLEGE ST	SFD	LSW	RCVD	2.5H
3	I	4			Theft	500 N Main			RCVD	2.5H

- Drag the column header to the right or left to increase or decrease the size of the column.

When the size of one column is changed, the other columns are changed to maintain the size of the window.

Rearranging and resizing status windows

To rearrange and resize a status window:

- To move a status window, click the window's title bar, and drag the window to the desired location. The window can be positioned anywhere on the screen or docked to the command center.
- To resize a status window, point to the edge or corner of the window.

The mouse pointer becomes a double-headed arrow.



Unit	Zone	Time	Stat	Station
103	LN	7.8Y	ONDT	SPD HQ
111	LNW	9.3Y	ONDT	SPD HQ
121	LNW	9.3Y	ONDT	SFD Station 1
101	LNW	6.0Y	ARR...	
110	LNW	9.3Y	ARR...	SPD HQ
105	LS	2.5H	ENRT	SPD HQ
106	LSE	9.3Y	ONDT	SPD HQ
104	LSW	2.5H	ENRT	SPD HQ
102	LW	6.3Y	ONDT	
107	WEST	7.4Y	ENRT	SPD Substation

3. Drag the edge of the window to the right or left to increase or decrease the size of the window.

Customizing the sort configuration

The default sort order for each status window can be changed to suit your needs.

The sort order for the current CAD session can be set. Up to five configurations that use different sort orders can be created, including the current session.

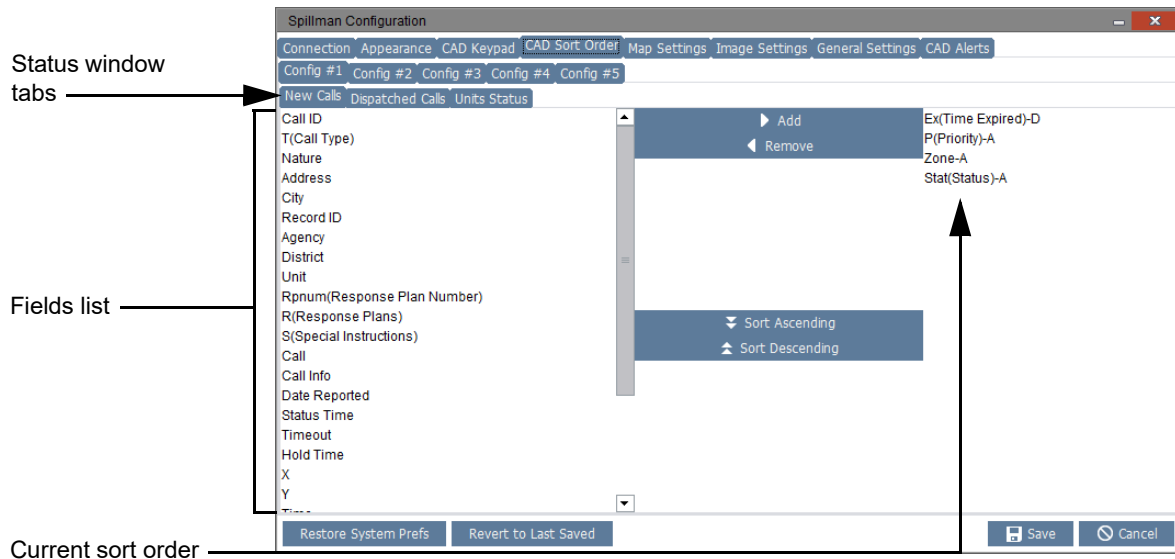
To change the sort order of a status window:

1. From the menu bar, select **File > Configure**, or at the command line, enter **config**.

The Configuration screen opens.

2. Click the **CAD Sort Order** tab.

The current sort order is listed on the right side of the window.



3. Select the tab for the configuration to which changes should be applied. For example, to apply your changes to the **Config #2** configuration, select **Config #2**.
4. Select the tab for the status window to which the changes should be applied. For example, to change the sort order for the Undispatched Calls window, select **New Calls**.
5. From the list in the status window tab, select the field to add or remove, and then click the **Add** or **Remove** button.

The selected field is added or removed from the current sort order. When a field is added to the sort order, the letter **A** is displayed next to the field name. This indicates that the values in that field are sorted in ascending order. For example, when calls are sorted based on their zone, the zones are listed in alphabetical order.

6. To change how the fields are sorted, from the current sort order, select the desired field, and then click **Sort Ascending** or **Sort Descending**.

An **A** or **D** is displayed next to the field name to indicate the order in which the field is sorted.

TIP

The priority of how the fields in the status window are sorted is based on the order in which they are listed in the configuration. To change the order in which fields listed, removed the fields from the list, and then add them in the desired order.

7. Repeat steps 5–6 for each status window, as desired.
8. When finished, click **Save** to save your changes and close the Configuration screen.

Sorting call or unit records

In addition to creating sort configurations, the records in the CAD status window can be sorted by clicking the header for the column by which the records should be sorted. For example, to sort undispached calls by zone, in the Undispached Calls window, click the header for the **Zone** column.

Sort indicator

Call	T	P	Nature	R	S	Address	City	Zone	Stat	Time
3	I	2	Fire			818 SWEETWATER AVE	SFD	FS	RCVD	2.2Y
4	I	2	Accident			3100 VETERANS DR	SFD	LS	RCVD	2.2Y
1	I	4	Theft			1001 COLLEGE ST	SFD	LSW	RCVD	2.2Y

Wrapping text in the CAD status screen

If a column is too short to display the enclosed text, then CAD can be set to wrap the text, so that all information in a column can be viewed.

To wrap the text in a column:

1. Right-click the desired column header.
2. From the menu, select **Wrap Text**.

The text in the selected column wraps to the next line so that all the information can be viewed. The height of the header is adjusted to fit the text.

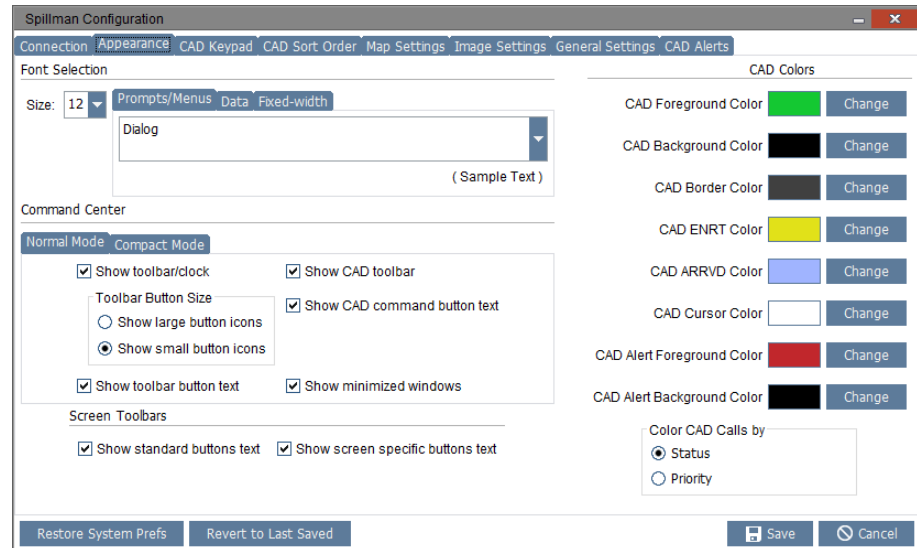
Customizing the colors of the CAD status screen

To change the colors on the CAD Status screen:

1. From the menu bar, select **File > Configure**, or at the command line, enter **config**.

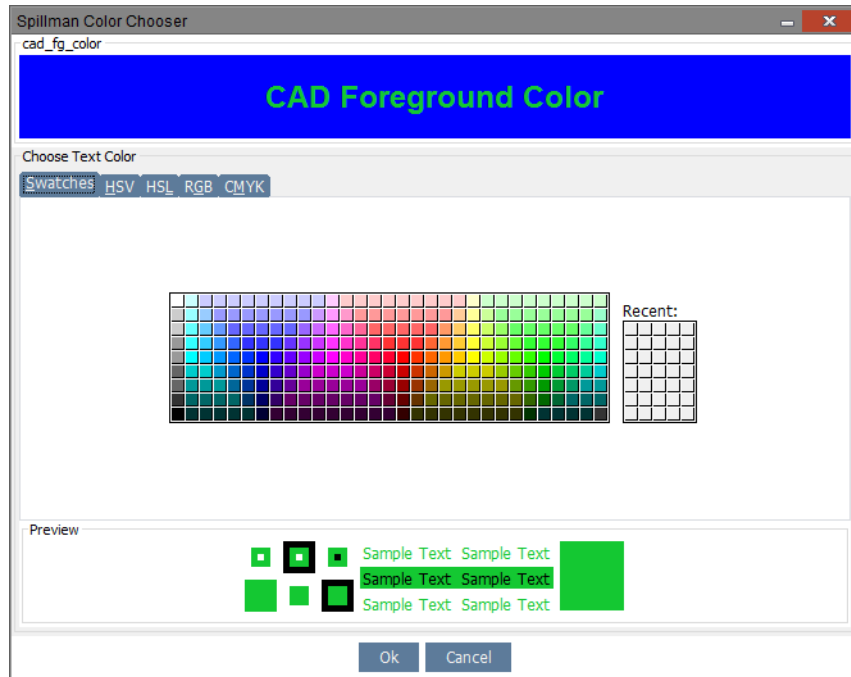
The Configuration screen opens.

2. Click the **Appearance** tab.



3. In the **CAD Colors** area, to change the color for an element of the CAD Status screen, click the corresponding **Change** button. For example, to change the color of the foreground and text, click the **Change** button to the right of the **CAD Foreground Color** field.

The Color Chooser window opens.



4. Select the new color as described in “Selecting CAD colors” on page 350.
5. Repeat steps 3–4 until the colors are set as desired.
6. When finished, click **Save**.

TIP

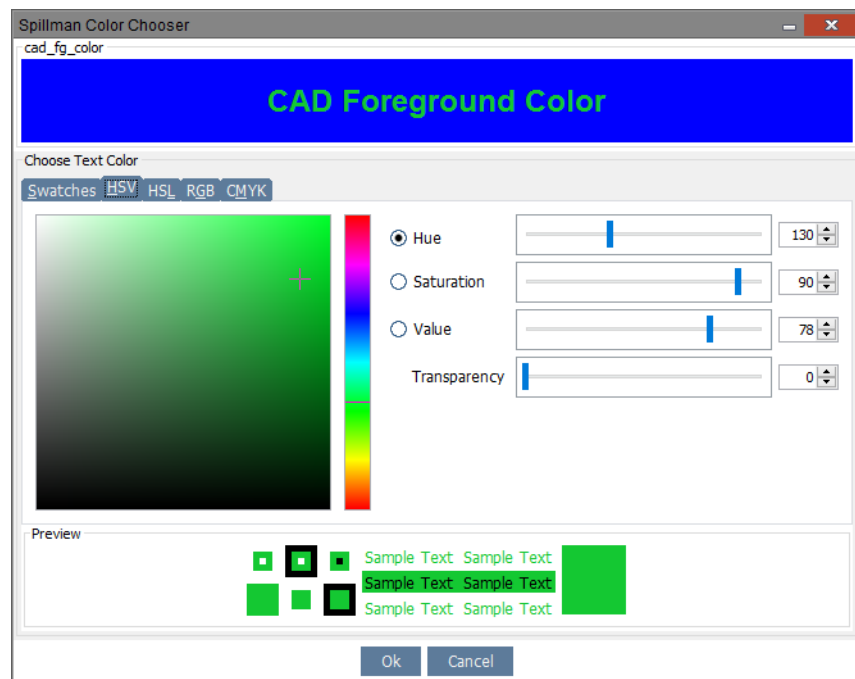
To restore all configurations to the default settings, click **Restore System Prefs**.

Selecting CAD colors

To select CAD colors:

1. From the Color Chooser window, select any of the following tabs:
 - **Swatches**: Used to select the desired color from a set of predefined colors.
 - **HSV**: Used to select the desired color by adjusting hue, saturation, or value (brightness).
 - **HSL**: Used to select the desired color by adjusting hue, saturation, or lightness.

- **RGB**: Used to select the desired color by adjusting red, green, or blue levels.
 - **CMYK**: Used to select the desired color by adjusting cyan, magenta, yellow, or black levels.
2. Do one of the following:
- If **Swatches** was selected, then click a color to select it.
 - If any of the other tabs were selected, then select the desired option to adjust, and move the slider left or right to mix the color. Repeat this step for each option on the tab until the desired color is achieved.



For example, in the **HSV** tab, select the **Hue** option, and move the slider left or right to adjust the hue, and then select the **Saturation** option and move the slider left or right until the desired color is achieved.

3. Look at the **Preview** area to determine whether the selected color has the desired effect, and verify that the text is readable.
4. Click **OK** to return to the Configuration screen.

Setting up CAD to use color codes

CAD can be set up to color code the values in the Priority (P) field on the CAD Status screen as explained in “[Understanding priority color-coding for CAD calls](#)” on page 39.

To use color codes, open the Configuration screen. From the **General Settings** tab, select the **Color Code Call Priorities** check box, and then click **Save**.

Color Code Call
Priorities check
box

A black triangle appears in the header, pointing down to indicate the order is descending. Click the header again to change the order to ascending.

CAD_1 Undispatched Calls (1)										
Call	T	P	Nature	R	S	Address	City	Zone	Stat	Time
1	I	4	Theft			1001 COLLEGE ST	SFD	LSW	RCVD	2.2Y
4	I	2	Accident			3100 VETERANS DR	SFD	LS	RCVD	2.2Y
3	f	2	Fire			818 SWEETWATER AVE	SFD	FS	RCVD	2.2Y

To remove the sorting, click the header a third time. The triangle is no longer displayed, and the records in the status window are sorted based on the predefined sort order.

TIP

A column can also be sorted by right-clicking the column header and selecting **Sort Ascending**, **Sort Descending**, or **No Sort**.

Using the CAD Keypad

In CAD, the keys on the numeric keypad are programmed with the most commonly used CAD commands. By default, when a keypad key is pressed, the assigned command is populated at the command line without opening the corresponding screen. For example, if the 1 key on the numeric keypad is pressed, then the AC (Add a New Call) command is populated at the command line. To complete the command, add any additional parameters, and then press Enter.

The CAD keypad can be customized to your most commonly used commands, or to use normal keypad functionality.

NOTE

Due to the requirements of the Windows operating system, a CAD command cannot be assigned to the Enter key on the numeric keypad.

Customizing the CAD keypad

When programming a keypad key, do any of the following:

- Make the key enter the command only, and then manually enter the command parameters at the command line
- Make the key enter the command *and* open the corresponding screen.

To customize the CAD keypad:

1. From the menu bar, select **File > Configure**, or at the command line, enter **config**.

The Configuration screen opens.

2. Click the **CAD Keypad** tab.

Spillman Configuration

Connection Appearance **CAD Keypad** CAD Sort Order Map Settings Image Settings General Settings CAD Alerts

Key 0: {goto-command-line}

Key 1: ac

Key 2: du

Key 3: uc

Key 4: uu

Key 5: config1

Key 6: config2

Key 7: vi

Key 8: e911

Key 9: si

Key ~: dw

Key *: uw

Restore System Prefs Revert to Last Saved Save Cancel

3. Place the cursor in the field that corresponds to the keypad key to which the CAD command should be assigned.
4. Do one of the following:
 - To make a key enter the CAD command only, enter the new command over the old command.
 - To make a key enter the CAD command and open the corresponding screen, enter the command, followed by {Enter}, such as **AC{Enter}**. For a list of valid CAD commands, see [“CAD Commands: Quick Reference” on page 456](#).
 - To use normal functionality for a number on the keypad, delete the entry in the field, and leave the field blank. For example, if you leave the **Key 4** field blank and turn on the Num Lock feature, then pressing the 4 key enters the number 4.
5. Repeat steps 3–4 for other keypad keys as needed.
6. When finished, click **Save** to save your changes.

TIP

To restore settings, click **Restore System Prefs** or **Restore to Last Saved**.

Customizing CAD Alerts

CAD alert sounds can be set up for certain events, such as the receipt of a new call or a call timer expiration.

Alerts can be customized in the **CAD Alerts** tab on the Configuration screen. Each event has a different default sound, and can use a visual alert, if desired. Your SAA can also add customized sounds.

NOTE

To ensure the most recent sound files are synced to your system, or to use the **CAD Alerts** tab for the first time, open CAD before opening the Configuration screen.

If visual alerts are set up, then when the alert occurs, the alerted item flashes by alternating between its normal and inverted colors in the applicable CAD status window. For example, when a new call is received, the call flashes in the Undispatched Calls window.

Normal colors →

Call	T	P	Nature	R	S	Address	City	Zone	Stat	Time
3	f	2	Fire			818 SWEETWATER AVE	SFD	FS	RCVD	1.8Y
4	I	2	Accident			3100 VETERANS DR	SFD	LS	RCVD	1.8Y
1	I	4	Theft			1001 COLLEGE ST	SFD	LSW	RCVD	1.8Y
5	I	5	Animal Problem			123 S MAIN ST	SFD	LS	RCVD	2.5m

Inverted colors →

Call	T	P	Nature	R	S	Address	City	Zone	Stat	Time
3	f	2	Fire			818 SWEETWATER AVE	SFD	FS	RCVD	1.8Y
4	I	2	Accident			3100 VETERANS DR	SFD	LS	RCVD	1.8Y
1	I	4	Theft			1001 COLLEGE ST	SFD	LSW	RCVD	1.8Y
5	I	5	Animal Problem			123 S MAIN ST	SFD	LS	RCVD	0.3m

Setting up CAD alerts

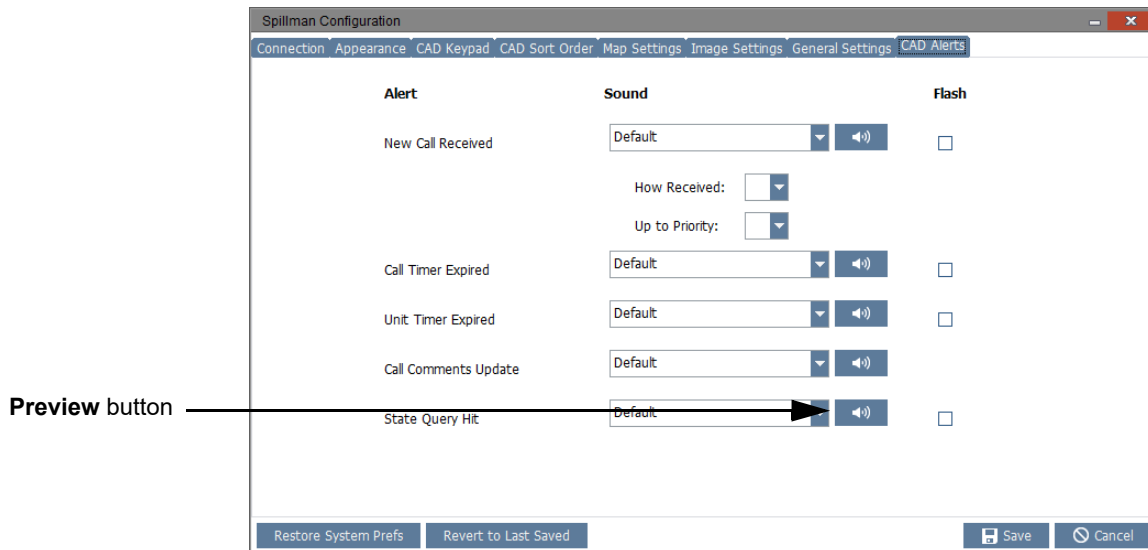
To set up CAD alerts:

1. From the menu bar, select **File > Configure**, or at the command line, enter **config**.

The Configuration screen opens.

2. Select the **CAD Alerts** tab.

The CAD Alert options are displayed.



3. For each alert type, do any of the following:

- To set the sound notification, in the **Sound** column, select the desired sound from the drop-down list. To preview the sound, click the **Preview** button.

NOTE

If your SAA has not added customized sounds to your software, the only options that appear in the drop-down list are No Sound and Default.

- To enable or disable flashing, in the **Flash** column, select or clear the check box for the alert.

4. For the New Call Received alert, if desired, do any of the following:

- To set an alert for new calls based on the value in the **How Rcvd** field in CAD, in the **How Received** field, select a value from the drop-down list.
- To set an alert for new calls based on the **Priority** field in CAD, in the **Up to Priority** field, select a value from the drop-down list.

By default, alerts are received for all new calls, and the **How Received** field and the **Up to Priority** field are blank.

5. When finished, click **Save** and close the Configuration screen.

Chapter 12

CAD Mapping

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Overview

This chapter describes how to use the CAD Mapping module, which uses web-based map services to integrate mapping features with the Computer-Aided Dispatch (CAD) module. With CAD Mapping, the location of calls and units for your agency can be viewed on a map of your jurisdiction. The map is updated each time CAD information is updated. For CAD calls to be displayed on the map, your agency must use the Sentryx Geobase or GeoValidation module and a compatible map server. For information on the Classic CAD Mapping module that uses shapefiles to create a map of your jurisdiction, see [“Classic CAD Mapping” on page 413](#).

For units to be displayed on the map, your agency must use the Automatic Vehicle Location (AVL) module, and the unit must be assigned a Global Positioning System (GPS) device. For more information, see the *Automatic Vehicle Location (AVL) Manual*.

For Motorola® Unified Network Service (UNS) devices to be displayed on your map, your agency must have the Motorola Unified Network (UNS) Interface with the AVL module installed. For more information, see the *Automatic Vehicle Location (AVL) Manual*.

This chapter includes the following information:

- [“Understanding the CAD Map” on page 359](#)
- [“Performing General Tasks” on page 365](#)
- [“Using the Maps Pane” on page 388](#)
- [“Using the Bookmarks Pane” on page 392](#)
- [“Using the CAD Pane” on page 397](#)
- [“Using the Quickest Route Module” on page 402](#)
- [“Using the E9-1-1 Interface” on page 406](#)
- [“Adjusting Map Settings” on page 408](#)

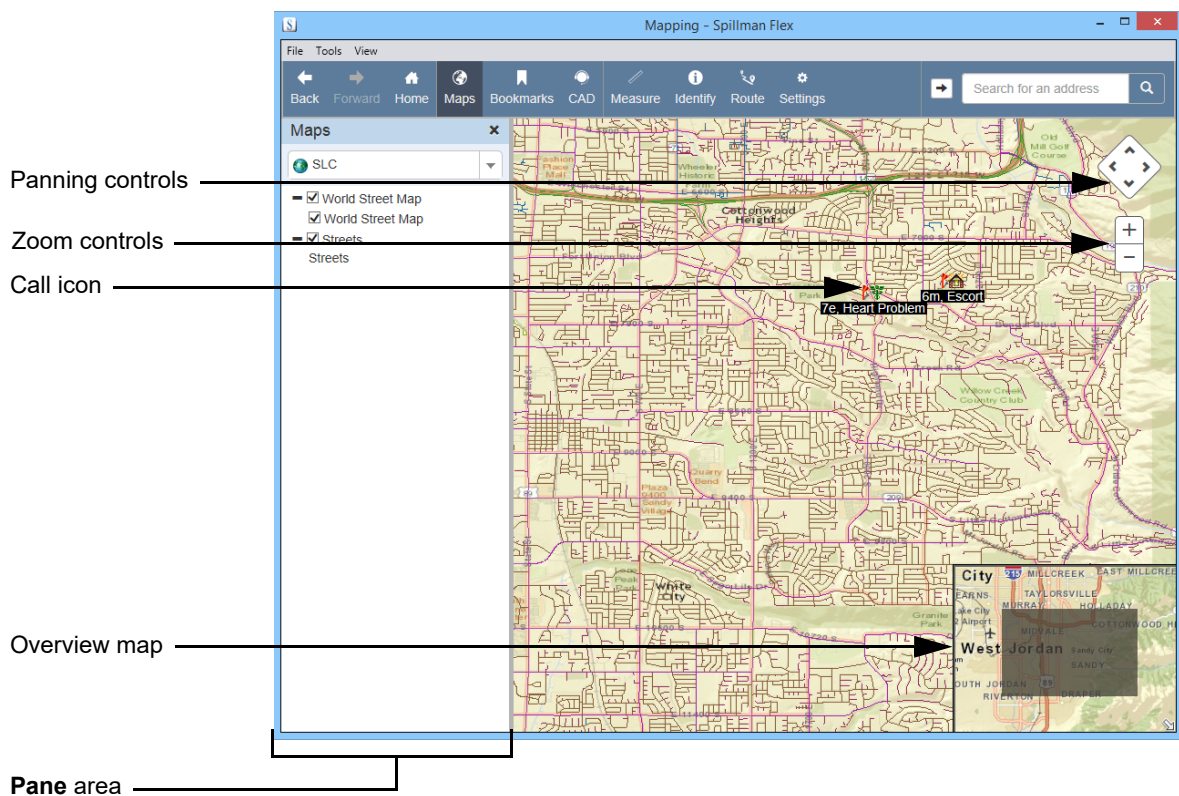
Understanding the CAD Map

This section describes how to access the CAD map and the basic map features. When opened, the map displays the location of your agency's calls. If your agency uses the AVL module, then your agency's units are displayed. If your agency uses the Motorola UNS Interface with AVL, then UNS devices are also displayed.

The CAD map saves certain settings during each mapping session so the next time the map is opened, the view of the map is the same as when the previous session was ended.

The following settings are saved for each mapping session:

- Home extent
- Map zoom level
- Selected map configuration



The current view of the map, such as which layers are selected or hidden, can also be saved each session. To save the current view of the map, in the Configuration screen, in the **Map Settings** tab, select the **Save Map View when Exiting Map** check box, and then click **Save**.

The following table describes the CAD map elements.

Name	Description
Menu bar	Contains the File, Tools, and View menus.
Toolbar	Contains various mapping buttons and the Location Search field. For more information about the toolbar, see “Using the toolbar” on page 361 . For more information about using the Location Search field, see “Searching for a location” on page 370 .
Map area	Contains the selected map. For more information, see “Performing General Tasks” on page 365 .
Panning and zoom controls	Used to navigate the map. For more information, see “Navigating the map” on page 365 .
Pane area	Displays the Maps , CAD , or Bookmarks pane when the corresponding button is selected. <ul style="list-style-type: none"> For more information about the Maps pane, see “Using the Maps Pane” on page 388. For more information about the CAD pane, see “Using the CAD Pane” on page 397. For more information about the Bookmarks pane, see “Using the Bookmarks Pane” on page 392.
Overview map	Contains an overview of the selected map. For more information, see “Using the Overview map” on page 364 .
Icons	Display the location of calls, units, and devices on the map. For more information, see “Understanding icons and labels” on page 362 .

Opening and closing the map

To open the CAD map, at the command line, enter **map**.

The CAD map of your agency opens.

If desired, a shortcut button can be added to the CAD toolbar to open the map. For information about how to add buttons to the CAD toolbar, see the [“Managing the CAD toolbar” on page 30](#).

To close the map, do one of the following:

- Close the Mapping screen.
- At the command line, enter **map close**.
- From the menu bar, select **File > Close**.
- Press Alt+F4.

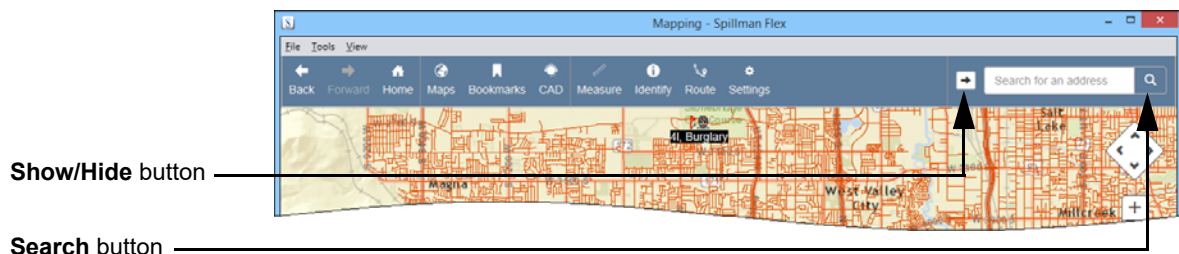
Using the toolbar

By default, the toolbar is displayed when the map opens. However, the toolbar can be hidden.

To show or hide the toolbar, do one of the following:

- From the menu bar, select **View > Toolbar**.
- From the toolbar, click the **Show/Hide** button.

The **Location Search** field remains visible when the toolbar is hidden.



The following table describes the toolbar buttons.

Name	Description
Back (Alt+Left Arrow)	Used to display the previous extent, or limited geographic area, of the map. For more information, see “Navigating the map” on page 365 .
Forward (Alt+Right Arrow)	Used to display the next extent of the map after Back is clicked. For more information, see “Navigating the map” on page 365 .
Home (Alt+Home)	Used to display the Home location. For more information, see “Saving a home location” on page 369 .
Maps	Used to display the Maps pane. For more information, see “Using the Maps Pane” on page 388 .
Bookmarks	Used to display the Bookmarks pane. For more information, see “Using the Bookmarks Pane” on page 392 .
CAD	Used to display the CAD pane. For more information, see “Using the CAD Pane” on page 397 .
Measure	Used to enable the Measure tool. For more information, see “Using the Measure tool” on page 374 .
Identify	Used to enable the Identify tool. For more information, see “Using the Identify tool” on page 379 .

Name	Description
Barriers	Used to enable the Barriers tool. For more information, see “Using the Barriers tool” on page 380 .
Route	Used to open the Quickest Route window. For more information, see “Using the Quickest Route Module” on page 402 .
Settings	Used to open the Settings menu. For more information, see “Adjusting Map Settings” on page 408 .
Show/Hide	Used to show or hide the toolbar.
Search	Used to search the map. For more information, see “Searching for a location” on page 370 .

Understanding icons and labels

The CAD map displays icons for calls, units, and AVL devices.

The icons shown on the map depend on your settings in the **CAD** pane. For more information, see [“Showing and hiding calls, units, and devices” on page 398](#).

The map can be set up to display larger CAD icons than the default size. To display large icons on the map, in the Configuration screen, in the Map Settings tab, select the **Use Large CAD Icons** check box, and then click **Save**.

Each icon on the map has a label. The label colors are set by your SAA.

Labels display the following information:

- For calls, labels display the call number, type, and nature.
- For units, labels display the unit ID and status.
- For devices, labels display the device ID and GPS status.

Shortcut menu options

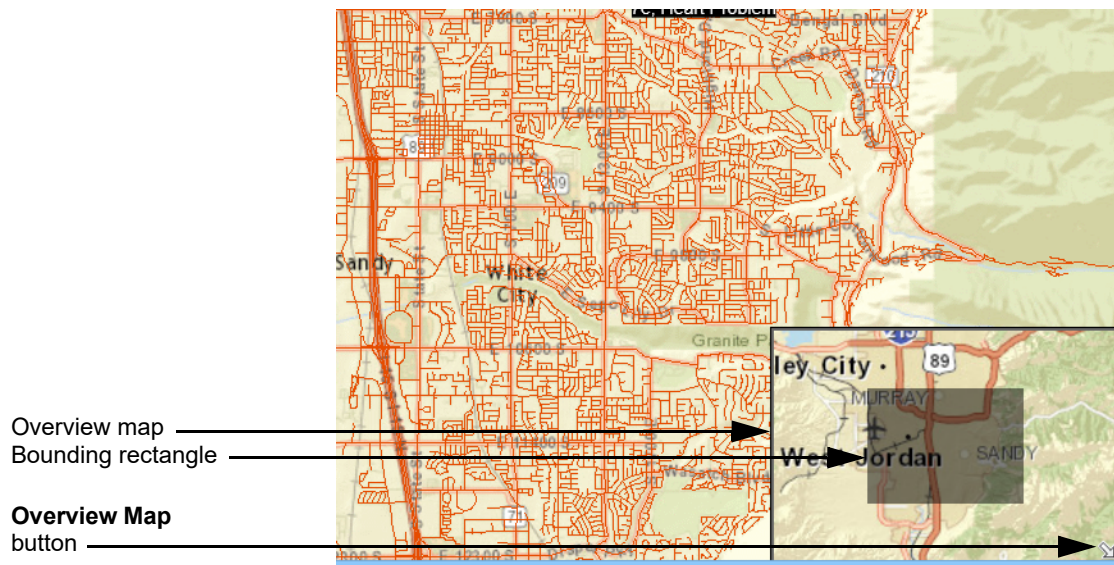
Each call, unit, or device has a shortcut menu that can be accessed by right-clicking the icon from either the **CAD** pane or the **Map** area. For more information about the **CAD** pane, see [“Using the CAD Pane” on page 397](#).

The following table describes the shortcut menu options and the icon from which the option is available.

Icon	Menu option	Description
Call	Call Information	Opens the Display Call Information screen. For more information, see “Displaying call information” on page 398 .
Call	Dispatch to Unit	Opens the Dispatch Unit To A New Call screen. For more information, see “Dispatching a unit to a call” on page 399 .
Call, Unit, Device	Identify	Enables the Identify tool. For more information, see “Using the Identify tool” on page 379 .
Call, Unit, Device	Route to	Opens the Quickest Route window. For more information, see “Using the Quickest Route Module” on page 402 .
Call, Unit, Device	Open in <i>set browser map</i>	Opens the default browser map, where <i>set browser map</i> is the default browser map selected in the map settings. For example, Open in Google Maps . For more information, see “Opening the map in an Internet browser” on page 385 .
Call, Unit, Device	Open in Pictometry Map	Opens the Pictometry map. For more information, see “Opening the map in Pictometry” on page 386 .
Unit	Unit Information	Opens the Display Unit Information screen. For more information, see the <i>Automatic Vehicle Location (AVL) Manual</i> .
Unit	Dispatch to Call	Opens the Dispatch Unit to Call window. For more information, see “Dispatching a unit to a call” on page 399 .
Unit	Message Unit	Opens an IM window in Mobile for the selected unit. For more information, see the <i>Mobile User Manual</i> .
Unit, Device	AVL Information	Opens the AVL Device Information window. For more information, see the <i>Automatic Vehicle Location (AVL) Manual</i> .
Unit, Device	Route from	Opens the Quickest Route window. For more information, see “Using the Quickest Route Module” on page 402 .
Unit, Device	Follow	Enables the Follow My Unit feature. For more information, see the <i>Automatic Vehicle Location (AVL) Manual</i> .

Using the Overview map

The Overview map displays a small version of your agency's map at a larger extent than the main map, without displaying calls, units, or devices.



To show or hide the Overview map, click the **Overview Map** button, or from the menu bar, select **View > Overview**. When the Overview map is hidden, only the **Overview Map** button is visible.

To pan the Overview map, drag the bounding rectangle to the desired location.

Performing General Tasks

This section describes the general tasks that can be completed with the CAD map.

To perform general mapping tasks, do any of the following:

- [“Navigating the map” on page 365](#)
- [“Controlling the map at the command line” on page 368](#)
- [“Saving a home location” on page 369](#)
- [“Searching for a location” on page 370](#)
- [“Adding a call from the map” on page 371](#)
- [“Using the Clustering function” on page 373](#)
- [“Using the Measure tool” on page 374](#)
- [“Using the Identify tool” on page 379](#)
- [“Using the Barriers tool” on page 380](#)
- [“Using map markers” on page 382](#)
- [“Using hyperlinks” on page 385](#)
- [“Opening the map in an Internet browser” on page 385](#)
- [“Printing the map” on page 386](#)
- [“Opening the map in Pictometry” on page 386](#)

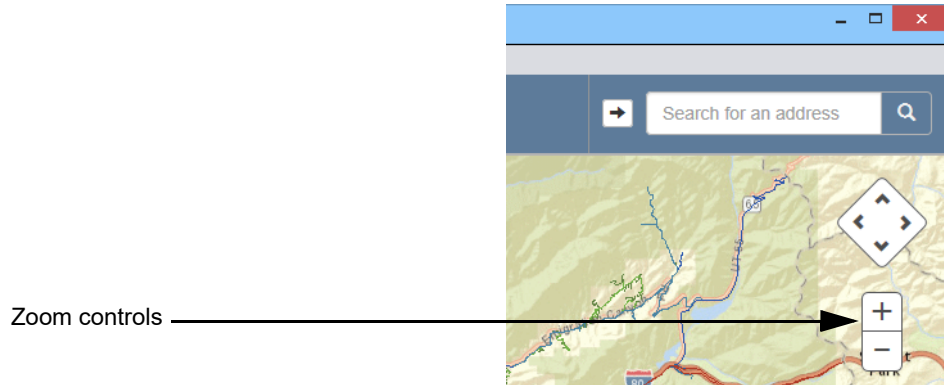
Navigating the map

The CAD map can be navigated in the following ways:

- [“Zooming on the map” on page 366](#)
- [“Zooming to a call, unit, or device” on page 366](#)
- [“Viewing the extent history” on page 366](#)
- [“Panning the map” on page 367](#)

Zooming on the map

The visible details on the map depend on the map's current zoom level.



To zoom in or out on the map, do one of the following:

- From the zoom controls, click the **Plus** button to zoom in. To zoom out, click the **Minus** button. To show or hide the zoom controls, select **View > Navigation**. Hiding or showing the zoom controls also affects the panning controls.
- Click a location on the map, and then scroll the mouse wheel forward or back to zoom in or zoom out.

Zooming to a call, unit, or device

To zoom to a call, unit, or device, from the **CAD** pane, click the desired icon. The map zooms to the selected icon. The zoom level is set in the **Default Zoom Distance** field in the Settings menu. For more information on adjusting the zoom level, see [“Adjusting Map Settings” on page 408](#).

Viewing the extent history

An extent is the limited geographic area of the map, which is changed by zooming or panning on the map. Previously viewed extents for the current configuration and mapping session can be viewed again. Extents are not saved between configurations and sessions.

Previous extent

To view the previous extent, do one of the following:

- From the toolbar, click the **Back** button.
- From the menu bar, select **View > Back**.
- Press Alt+Left Arrow.

- At the command line, enter **map back**.

Next extent

After moving back an extent, the **Forward** button is available.

To move forward an extent, do one of the following:

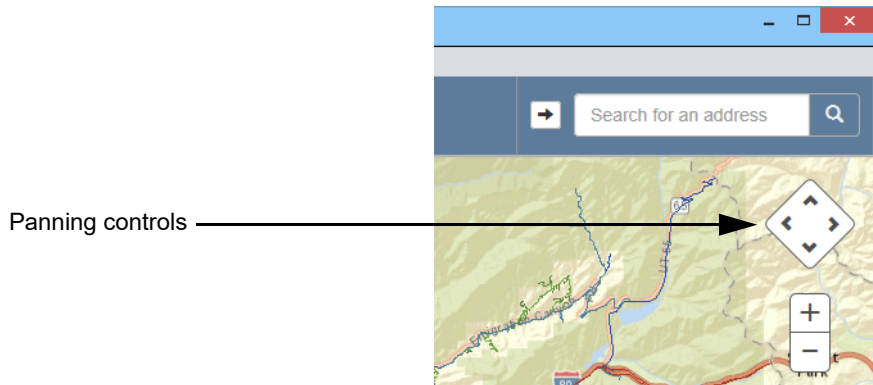
- From the toolbar, click the **Forward** button.
- From the menu bar, select **View > Forward**.
- Press Alt+Right Arrow.
- At the command line, enter **map forward**.

NOTE

The **Back** and **Forward** buttons apply to the currently selected map configuration. The extent history is not retained when moving between maps or if the mapping screen is closed.

Panning the map

Use the Panning feature to view different areas on the map.



To pan the map, do one of the following:

- **Use the panning controls.** For example, to move the map to the right, click the **Right Arrow** button on the panning control. To show or hide the panning controls, from the menu bar, select **View > Navigation**. Hiding or showing the panning controls also affects the zoom controls.
- **Use the mouse.** Drag the map in the desired direction.
- **Use the keyboard.** Pan the map in the desired direction using the arrow keys.
- **Use CAD commands.** For a list of CAD commands, see [“CAD mapping commands” on page 368](#).

Controlling the map at the command line

To control the map at the command line, enter a command, and then press Enter.

When entering CAD Mapping commands, remember the following tips:

- Braces indicate that the enclosed parameter is optional. Do not enter the braces in the command.
- Map commands are not case sensitive.

CAD mapping commands

The following table lists the mapping commands that can be entered at the command line.

Command	Command format	Definition
Clear Alert	map ca <i>unitID</i>	Expires the Emergency alert for the specified unit, and returns the icon on the map to its non-alerted state, where <i>unitID</i> is the unit's ID number.
	map ca <i>deviceID</i>	Expires the Emergency alert for the specified AVL device, and returns the icon on the map to its non-alerted state, where <i>deviceID</i> is the device's ID number.
Clear Route	map cr	Clears the point-to-point route.
	map cr {all}	Clears all routes.
	map cr { <i>unitID</i> }	Clears the route for the specified unit, where <i>unitID</i> is the unit's ID number.
Close Map	map close	Closes the current map.
Hide Device	map hd <i>deviceID</i>	Hides the AVL device icon from the map, where <i>deviceID</i> is the device's ID number.
Hide Map	map hide	Hides the current map.
Map Down	map down	Pans the map down.
Map Left	map left	Pans the map to the left.
Map Right	map right	Pans the map to the right.
Map Up	map up	Pans the map up.
Show Map	map show	Shows the current map.

Command	Command format	Definition
Zoom In	map zi { <i>distance unit</i> }	Zooms in one level or to the specified distance. <i>Distance</i> must be a whole number. <i>Unit</i> stands for unit of measurement, and can be <i>mi</i> (miles), <i>yd</i> (yards), <i>ft</i> (feet), or <i>in</i> (inches).
	map zi x%	Zooms the map in by <i>x</i> percent, where <i>x</i> is the desired percentage.
Zoom Out	map zo { <i>distance unit</i> }	Zooms out one level or to the specified distance. <i>Distance</i> must be a whole number. <i>Unit</i> stands for unit of measurement, and can be <i>mi</i> (miles), <i>yd</i> (yards), <i>ft</i> (feet), or <i>in</i> (inches).
	map zo x%	Zooms the map out by <i>x</i> percent, where <i>x</i> is the desired percentage.
Zoom to Bookmark	map zb <i>bookmark</i>	Zooms to the specified bookmark.
Zoom to Call	map zc <i>callid</i>	Zooms to the call, where <i>callid</i> is the call ID number.
Zoom to Unit	map zu <i>unitID</i>	Zooms to the unit, where <i>unit</i> is the unit's ID number.
Zoom to Device	map zd <i>deviceID</i>	Zooms to the AVL device, where <i>deviceID</i> is the device's ID number.

Saving a home location

A home location, also called a home extent, can be saved for easy navigation.

To set a home location, do one of the following:

- At the desired extent of the map, from the toolbar, right-click the **Home** button, and then select **Save as Home Extent**.
- From any point on the map, right-click the map, and then select **Save as Home Extent**.
- At the desired extent of the map, from the menu bar, select **View > Set Home**.
- From the **Bookmarks** pane, rest the mouse pointer on the desired bookmark, and then click the **Home** icon. For more information about the **Bookmarks** pane, see [“Using the Bookmarks Pane” on page 392](#).

Once the home location is saved, the following message is displayed:

Your home location has been set.

The message disappears after three seconds, or click the map to dismiss the message.

To navigate to the home location, do one of the following:

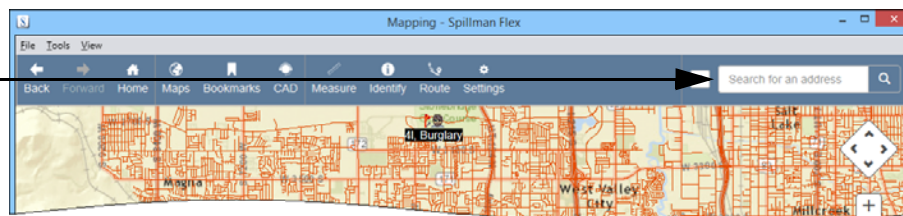
- From the toolbar, click the **Home** button.
- From the menu bar, select **View > Home**.
- Press Alt+Home.
- At the command line, enter **home**.

Searching for a location

The following location types can be searched for using the **Search Location** field:

- Addresses
- Coordinates
- Map features

Search Location field



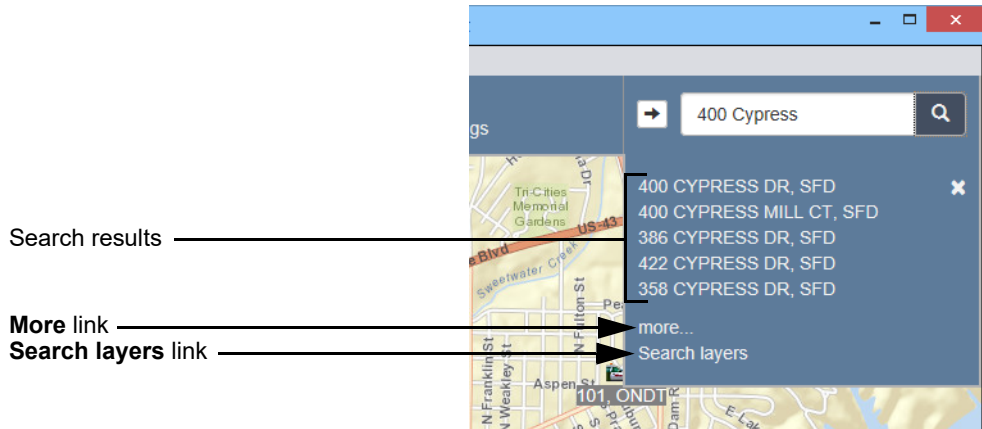
To search for a location:

1. Do one of the following:
 - In the **Search Location** field, enter the address, coordinates, or feature to locate, and then click the **Search** button or press Enter.
 - At the command line, enter **map find location**, where *location* is the address, coordinates, or feature to locate.

If no results are available, then below the **Search Location** field, the following message is displayed:

No search results found.

If results are available, then below the **Search Location** field, up to the first five results are displayed.



2. If the **Identify** icon is displayed next to a result, then to see feature information, click the icon.

3. To see additional results, click **more**.

The Address Selection window opens, and the remaining results are displayed.

4. If the desired feature or location is not displayed, then to search individual map layers, click **Search Layers**.

If no layer results are available, then below the **Search Location** field, the following message is displayed:

No search results found.

If layer results are available, then they are displayed in the search results. To view information about each result, click the **Identify** icon next to the result.

5. If the desired address, coordinate, or feature is listed, then select it.

The map zooms to the location of the selected result and places a marker. If desired, save the marker. For more information, see [“Using map markers” on page 382](#).

Adding a call from the map

Calls can be added from the map, instead of using the Calls (CA) command or Add Call (AC) command.

To add a call from the map:

1. Right-click the location for the call, and then select **Add Call**.

The Add A New Call screen opens, and the Address Selection window opens. In the Address Selection window, the **Entered** field displays the coordinates of the selected location.

2. Do one of the following:

- If the correct address is displayed, then select the address and click **Select**.

The Address Selection window closes. On the Add A New Call screen, the selected address is populated, and the cursor moves to the **Nature** field.

- If the correct address is not displayed, then click **Don't Validate**.

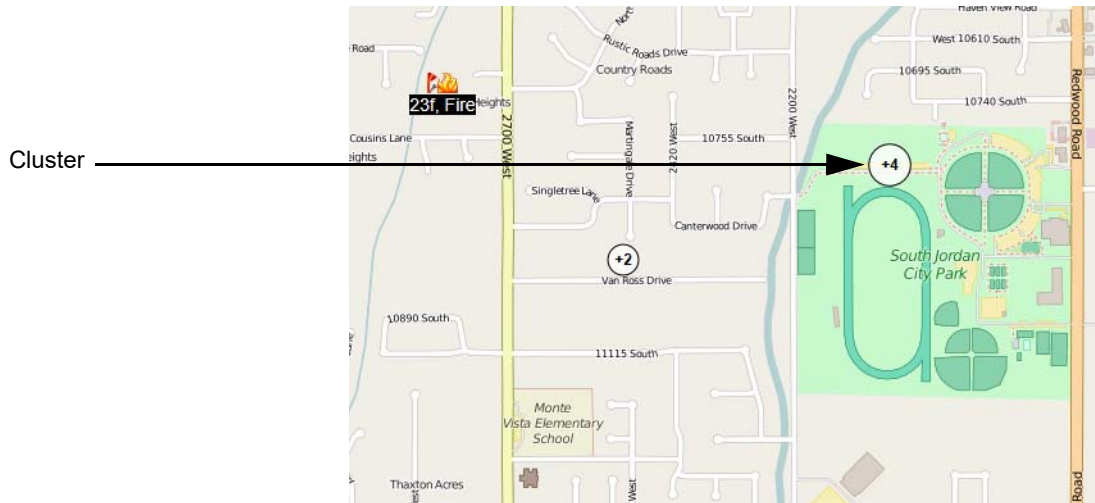
The Address Selection window closes. On the Add A New Call screen, the coordinates are populated, and the cursor rests in the **Nature** field.

3. On the Add A New Call screen, complete the appropriate fields. For more information, see the [“Adding a call from the Add A New Call screen” on page 83](#).
4. When finished, click **Accept**.

The Call record is saved, and the call appears in the Undispatched Calls window according to your agency's settings.

Using the Clustering function

If too many devices, units, or calls are crowding the map, then your SAA can turn on the Clustering function, which groups like icons in proximity to each other under one label.



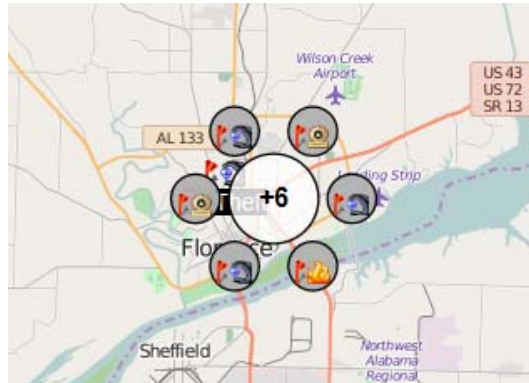
For items that are clustered, the cluster label includes a plus sign (+) and the number of calls, units, or devices in the cluster. For example, +4.

NOTE

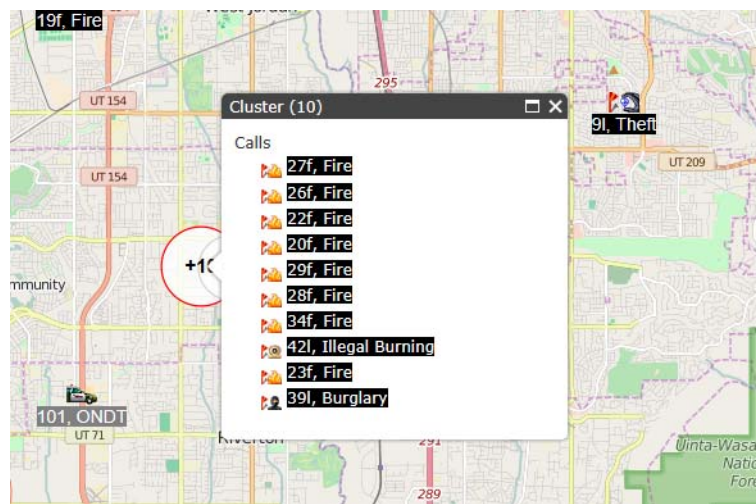
E9-1-1 calls are not clustered. For more information, see [“Using the E9-1-1 Interface” on page 406](#). Alerted units and devices are not clustered. For more information, see the *Automatic Vehicle Location (AVL) Manual*.

To see information about the clustered calls, units, or devices, rest the mouse pointer on a clustered icon. One of the following occurs, depending on the number of items clustered:

- **Less than nine items.** The clustered icons and labels fan out around the cluster.



- **More than nine items.** The clustered icons and labels are displayed in a list. For example, for clustered calls, the call icon, number, type, and nature are displayed. To zoom in on a call, unit, or device in a list, click the icon.



To display clustered items separately, zoom in on the map. For more information, see [“Zooming on the map”](#) on page 366.

Using the Measure tool

With the Measure tool, distances can be measured on the map by doing any of the following:

- “Measuring an area of the map” on page 375
- “Measuring distance between points” on page 376
- “Finding the coordinates of a point” on page 378

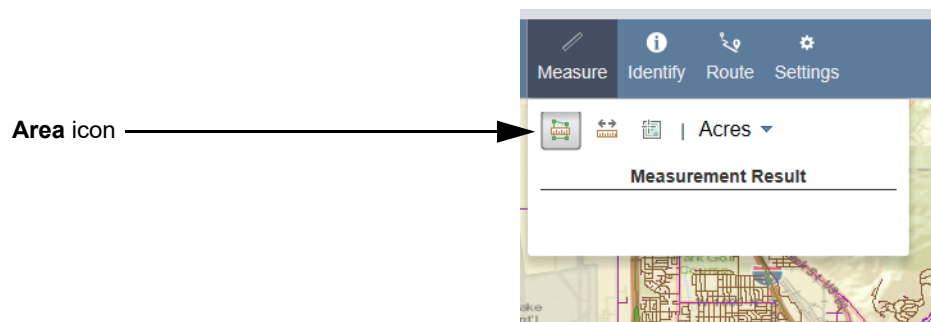
Measuring an area of the map

Select points on the map to define an area to be measured.

To measure an area of the map:

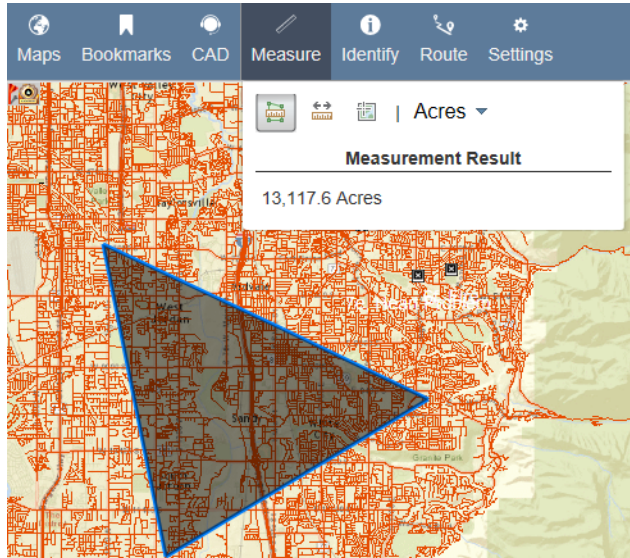
1. From the toolbar, click the **Measure** button, or from the menu bar, select **Tools > Measure**.

The Measure window opens.



2. Click the **Area** icon.
3. Select the unit of measurement to use from the drop-down list. The default is Acres.
4. On the map, click the points for which the area should be measured.
As points are clicked, an area is outlined. In the Measure window, the value of the area is displayed and increases as additional points are selected.
5. When finished, double-click or right-click the final point to stop measuring.

The final measurement result is displayed in the Measure window, and the created area is displayed on the map.



6. To exit the Measure tool, click the **Measure** button, or press Esc.

Measuring distance between points

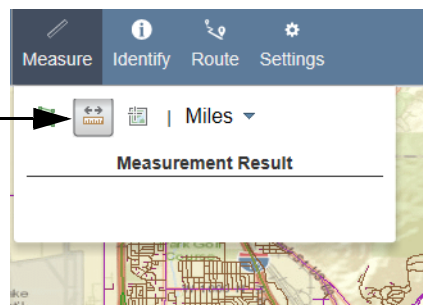
The distance between points on the map can be measured.

To measure the distance between points:

1. From the toolbar, click the **Measure** button, or from the menu bar, select **Tools > Measure**.

The Measure window opens.

Measure Distance
icon



2. If necessary, select the **Measure Distance** icon. By default, this icon is selected when the Measure window opens.

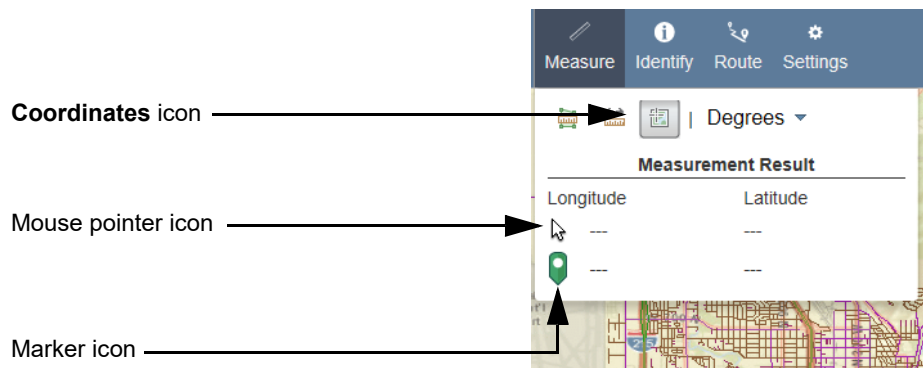
Finding the coordinates of a point

A point on the map can be selected and its coordinates displayed.

To find the coordinates of a point:

1. From the toolbar, click the **Measure** button, or from the menu bar, select **Tools > Measure**.

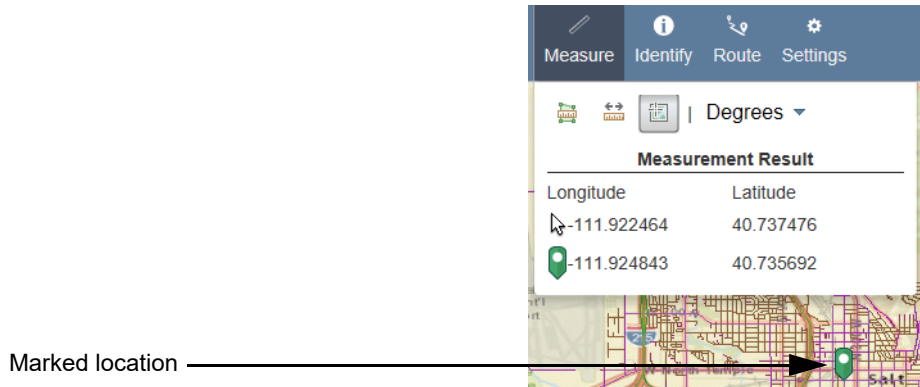
The Measure window opens.



2. Click the **Coordinates** icon.
3. Select the unit of measurement to use from the drop-down list. The default measurement is Degrees.
4. Move the mouse pointer to the desired area on the map.
As the pointer moves, the longitude and latitude is displayed in the **Measurement Result** area next to the mouse pointer icon.
5. To select a point, click the point on the map for which the coordinates are desired.

A marker is placed and the latitude and longitude of the marked point is displayed next to the marker icon in the **Measurement**

Result area. The current latitude and longitude of the point where the mouse pointer is resting is displayed next to the mouse pointer icon.



6. To exit the Measure tool, click the **Measure** button, or press Esc.

Using the Identify tool

Use the Identify tool to view information about features for layers on the map, or for a call, unit, or device location.

NOTE

The Identify tool works only if supported by the map being viewed. For more information, contact your SAA.

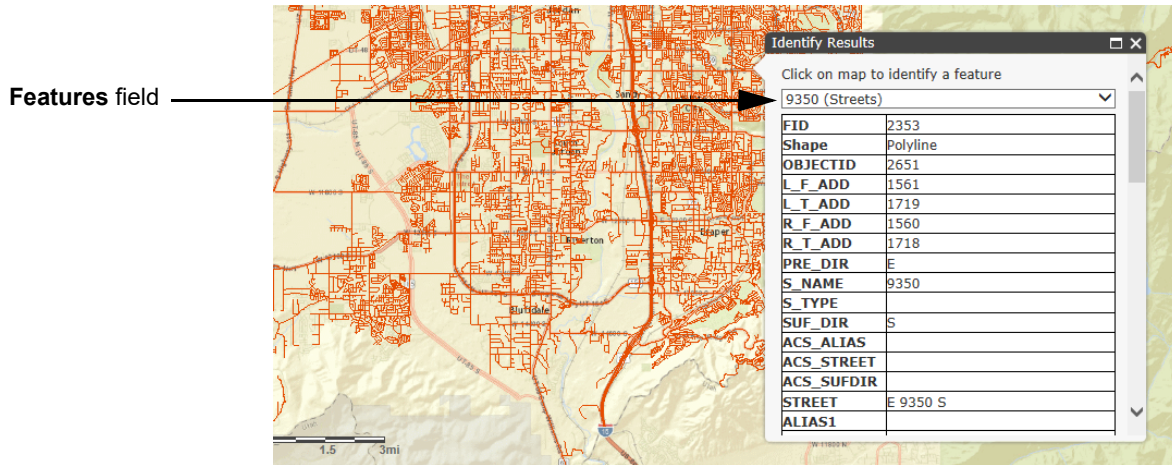
To use the Identify tool:

1. Do one of the following:
 - From the toolbar, click the **Identify** button, or from the menu bar, select **Tools > Identify**. The **Identify** icon appears next to the mouse pointer, indicating the tool is active. Click the location to identify.
 - Right-click the desired point on the map to display a list of options, and then select **Identify**.

If no information about the selected location is available, then the Identify Results dialog box opens and displays the following message:

No features were found to identify.

If information about the selected location is available, then the Identify Results dialog box opens.



2. In the **Features** field, select the desired feature to view from the drop-down list. If multiple features are available in the selected location, then they are listed in the following order:

- AVL Units
- CAD Calls
- Visible layers in the order they were drawn

Information about the selected layer is displayed. Use the scroll bar or the Up and Down arrow keys to view additional fields, such as the **Hyperlink** field, which displays any hyperlinks associated with the selected feature. For more information on hyperlinks, see [“Using hyperlinks” on page 385](#).

3. When finished, close the Identify Results dialog box.
4. To exit the Identify tool, click the **Identify** button, or press Esc.

The mouse pointer changes back to an arrow. If the toolbar or menu bar were used to open the Identify tool, then exiting the Identify Tool also closes any open Identify Results dialog boxes.

Using the Barriers tool

Use the Barriers tool to identify areas on the map to avoid, such as street closures due to road construction. If your map configuration is set up to allow the creation of barriers, then the **Barriers** button is displayed in your toolbar.

Barriers apply only to the map configuration to which they are added. If a barrier has been placed on the map, then the Quickest Route module recognizes the barrier and avoids it when creating routes.

To use the Barriers tool:

1. From the toolbar, click the **Barriers** button.

The **Barriers** icon appears next to the mouse pointer, indicating the tool is active.

2. Click the location where the barrier should be placed.

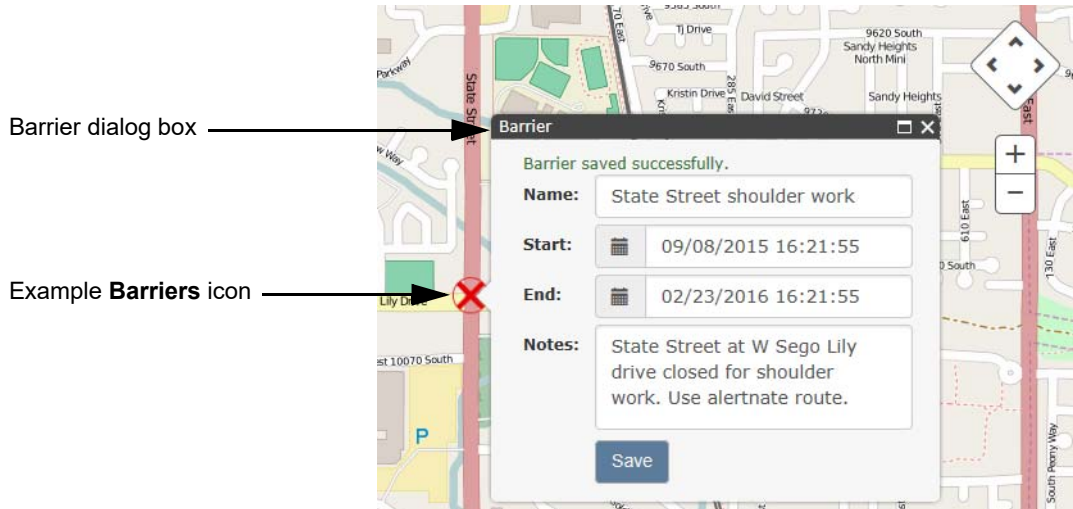
The barrier is placed on the map and the Barrier dialog box opens.

3. In the Barrier dialog box, complete the following fields:

- **Name:** Enter a name for the barrier.
- **Start:** Enter a start date and time for the barrier in the *mm/dd/yyyy hh:mm:ss* format, or use the drop-down calendar. The Quickest Route module uses the start and end dates to determine whether a barrier affects routing. However, start and end dates do not affect barrier placement.
- **End:** Enter an end date and time for the barrier in the *mm/dd/yyyy hh:mm:ss* format, or use the drop-down calendar. The Quickest Route module uses the start and end dates to determine whether a barrier affects routing. However, start and end dates do not affect barrier placement.
- **Notes:** Enter comments for the barrier, such as special instructions.

4. To save your changes, click **Save**.

A message appears at the top of the Barrier dialog box, confirming your changes have been saved.



NOTE

Your SAA determines the map icon that identifies a barrier.

To remove an existing barrier, right-click the barrier, and then click **Remove**. Barriers must be removed when they are no longer needed, even if start and end dates were specified.

Using map markers

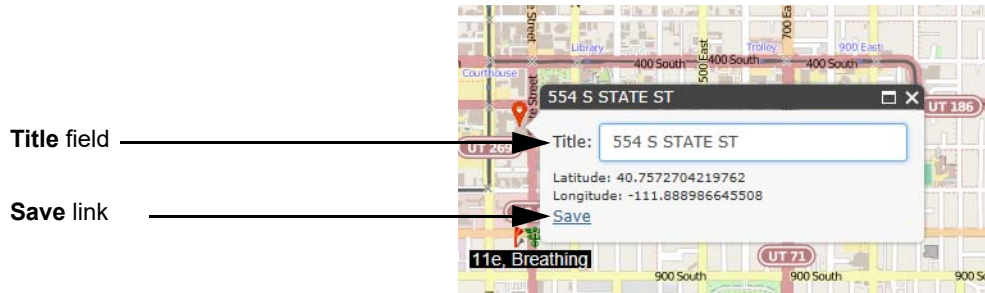
Map markers are used to identify and label points on the map, and can be placed on the map temporarily or saved to be displayed in future sessions.

A marked location's address, latitude, and longitude can be viewed. For saved markers, the **Title** field can be edited, or the Quickest Route module can be used to route to the marker.

To use a map marker:

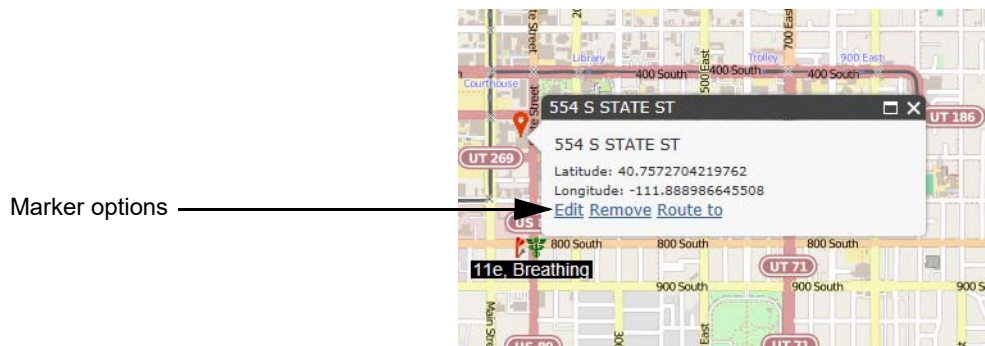
1. Right-click a location on the map, and then select **Place Marker**.

The marker and label are displayed, along with the location's latitude and longitude.



2. If desired, do any of the following:
 - Click the **Maximize** button to enlarge the marker label.
 - In the **Title** field, enter a title for the marker.
3. To save the marker, click **Save**. Otherwise, continue to step 5.

The label displays the location address, latitude and longitude, and any available options for the marker.



4. With a saved marker, do any of the following:
 - To edit the marker title, click **Edit**. In the **Title** field, enter the desired text to display, and then click **Save**.
The marker title is changed.
 - To remove the marker from the map, click **Remove**, or right-click the marker, and then click **Remove Marker**.
The marker is removed from the map.
 - To route a call or unit to the marker's location, click **Route to**.
The Quickest Route window opens. For more information, see [“Using the Quickest Route Module” on page 402](#).

5. When finished, close the marker label.

If the marker was not saved, then it is removed from the map. A saved marker remains on the map until removed, or until all saved markers are cleared. For more information, see [“Showing or clearing markers” on page 384](#).

Adding a call from a marker

Once a marker is placed and saved, a call can be added from the marker instead of using the Add Call (AC) or Call (CA) commands.

To add a call from a marker:

1. Right-click the marker and select **Add Call**.

The Add A New Call screen opens, and the address for the marker is populated.

2. Complete the appropriate fields. For more information, see the [“Adding a call from the Add A New Call screen” on page 83](#).
3. When finished, click **Accept**.

The Call record is saved, and the call appears in the Undispatched Calls window according to your agency’s settings.

Showing or clearing markers

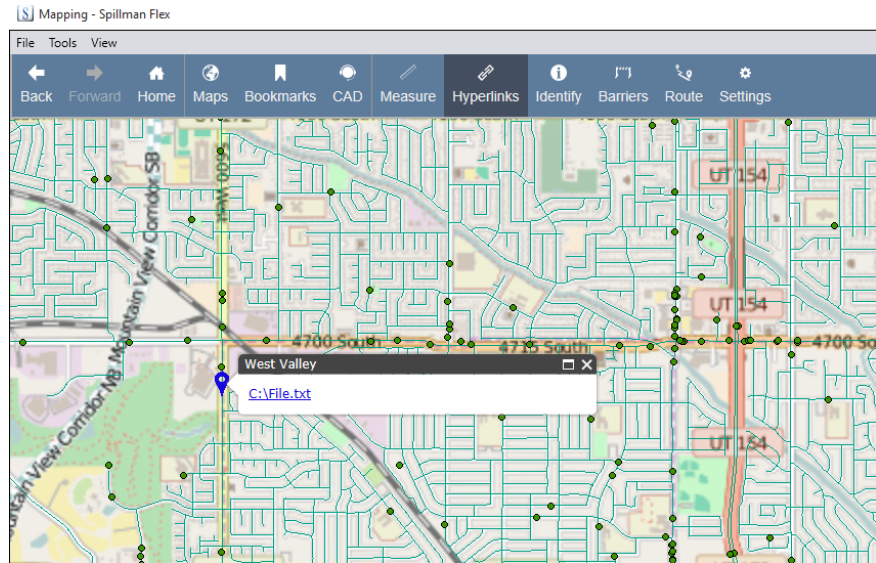
To show saved makers on the map, from the menu bar, select **View > Markers**, or from the map toolbar, click **Settings**, and then select the **Show Markers** check box.

To clear all saved markers from the map, do one of the following:

- From the menu bar, select **View > Clear Markers**.
- From the toolbar, click **Settings**, and then clear the **Show Markers** check box.
- Press Ctrl+R.

Using hyperlinks

Your SAA can assign hyperlinks to points on the map. To view hyperlinks, make sure that the **Hyperlinks** button is selected in the toolbar. Hyperlinks are displayed as blue markers.



To view information about the hyperlink, rest the mouse pointer on the marker. A ToolTip opens, and the hyperlink is displayed. Click the hyperlink to open the attached information. To close the ToolTip, click the **Close** button.

Opening the map in an Internet browser

A third-party version of the map can be opened in an Internet browser. The default browser map is selected in the Advanced Settings window. For more information, see [“Selecting a third-party map” on page 410](#).

To open the map in the default browser map, do one of the following:

- From the menu bar, select **File > Open location in browser**. If desired, to open the map to a specific location, place a marker on the location to open. For more information, see [“Using map markers” on page 382](#).
- Right-click any call, unit, device, or point on the map, and then select the option to open the default browser map, either Google or Bing.

Printing the map

The current map can be printed.

To print the map:

1. From the menu bar, select **File > Print**.

The Print dialog box opens.

2. Configure your printer settings.
3. Click **OK**.

The map is printed according to the selected settings.

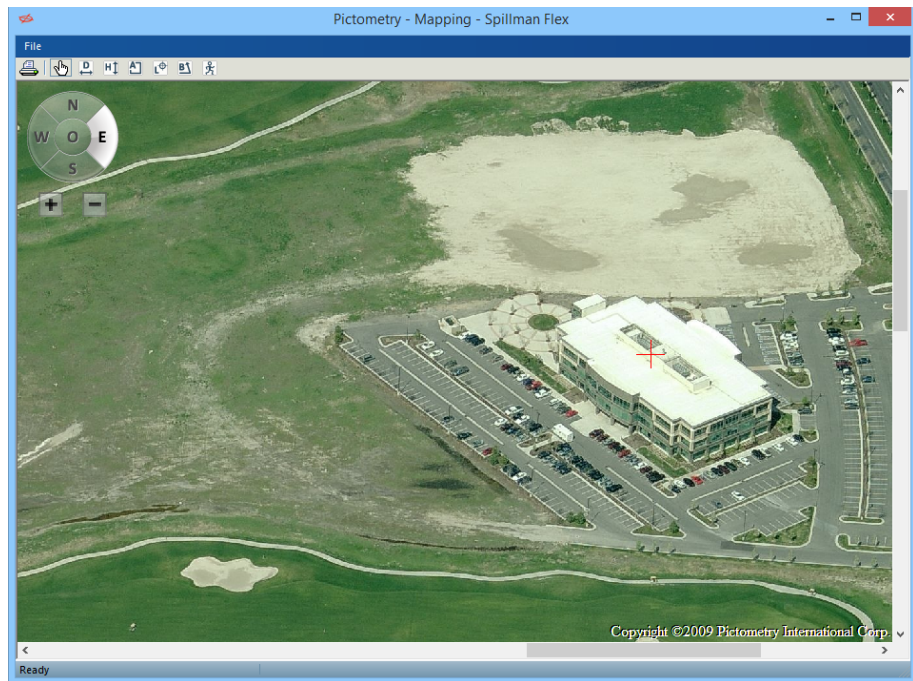
Opening the map in Pictometry

If your agency uses the Pictometry Map, then the map can be opened in Pictometry. For more information about using Pictometry, see the *Pictometry Map Guide*.

To open the map in Pictometry, do any of the following:

- From the menu bar, select **File > Open in Pictometry**.
- Right-click the icon for a call, unit, or device, and then select **Open in Pictometry**.
- Right-click any location on the map, and then select **Open in Pictometry**.

The map opens in Pictometry.



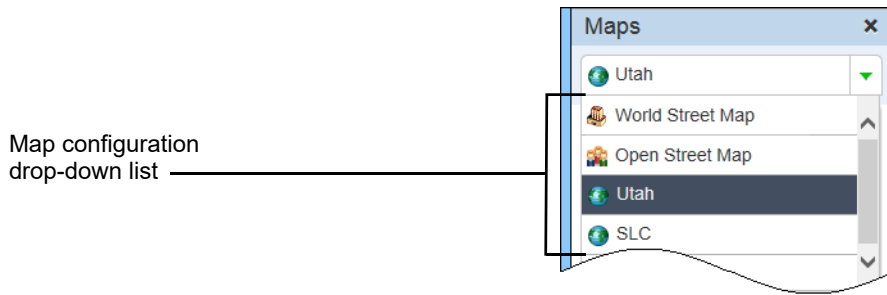
NOTE

If the Pictometry Settings dialog box opens, then contact your SAA.

Using the Maps Pane

Use the **Maps** pane to switch between map configurations and view map layers.

To open the **Maps** pane, from the toolbar, click **Maps**, or from the menu bar, select **Tools > Maps**.



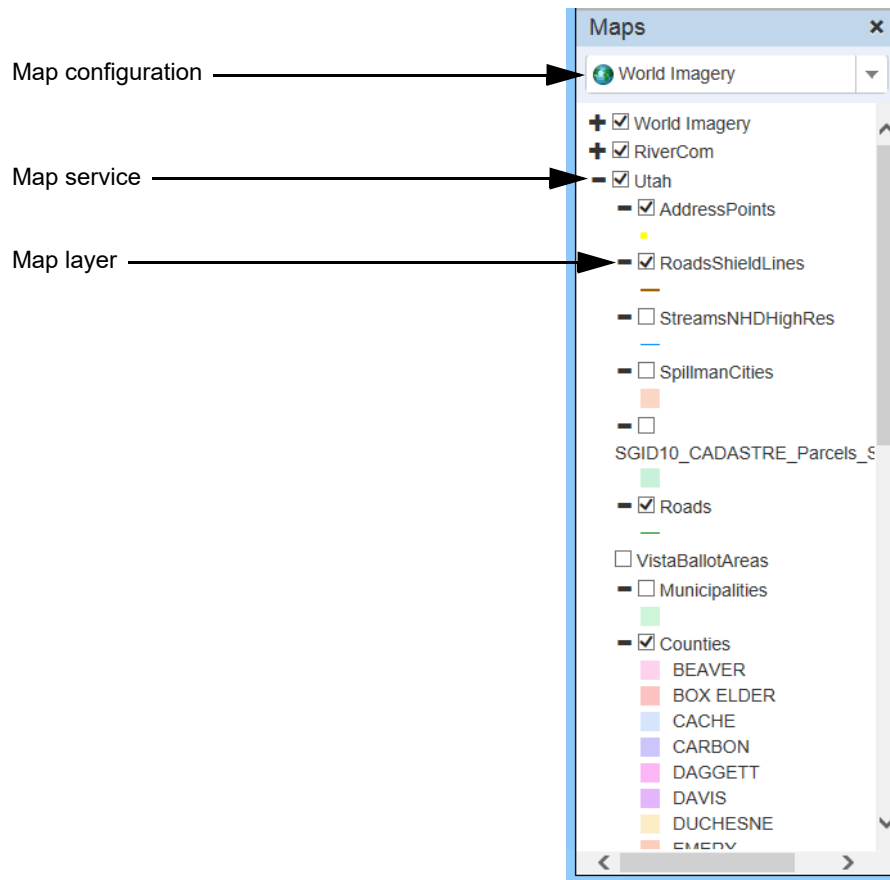
The **Maps** pane contains the list of map configurations set by your SAA and information about the selected configuration.

The icon next to the configuration indicates the level at which your SAA has set the map. Configurations can be set at the following levels:

- World (🌐)
- Agency (🏛️)
- Group (👥)
- User (👤)

To view a map configuration, select it from the drop-down list. For example, **Open Street Map**. The selected map configuration is opened.

When a map configuration is opened, the **Maps** pane contains the map services and layers for the selected map.



NOTE

The names of the map configurations and map services are determined by your SAA.

The names of the layers on your map are determined by the map service. For assistance in understanding the name and function of each layer, contact your SAA.

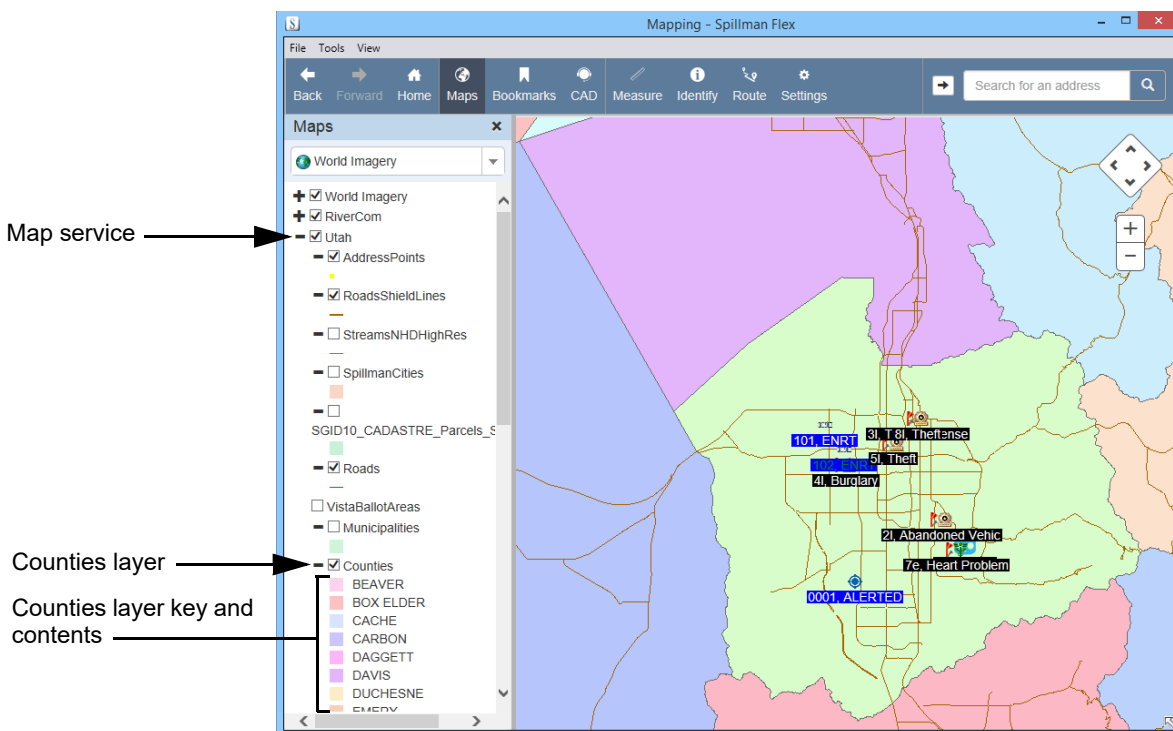
To see the contents of a map service or layer, click the plus sign next to the map service or layer name. The contents and key are displayed. To hide layer contents in the pane, click the minus sign.

In some configurations, map services and layers can be shown or hidden on the map. To show or hide a map service or layer, select or clear the check box for the desired map service or layer.

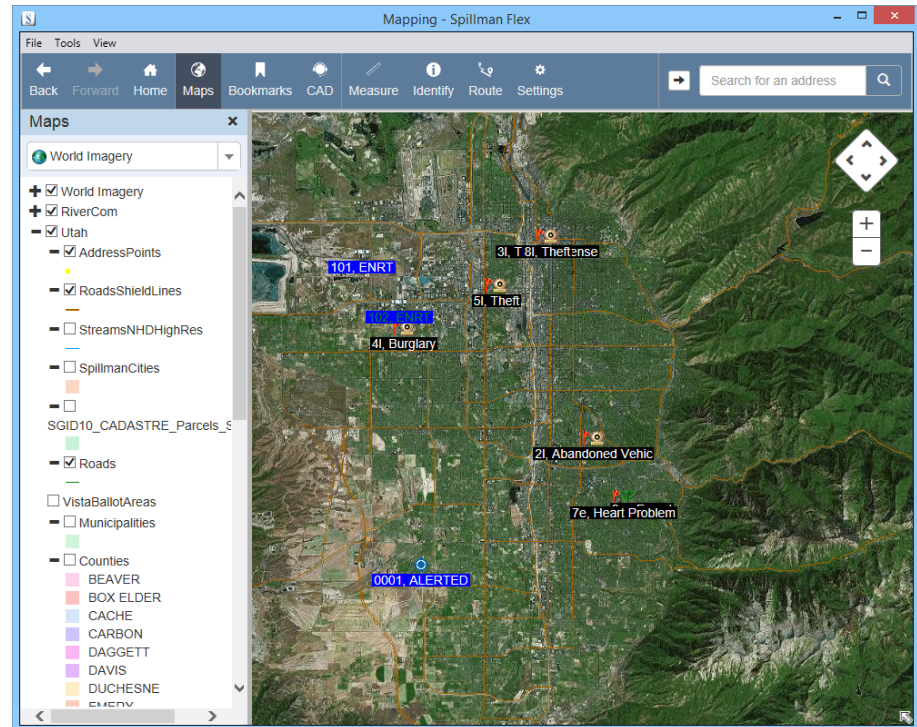
NOTE

Hiding a map service also hides all the layers within the map service.

For example, in the configuration below, the Utah map service contents are expanded. The Counties layer is also expanded, and the **Counties** layer check box is selected. Each county is assigned a color to be easily viewed on the map.



If the **Counties** layer check box is cleared, then the Counties layer is not shown.

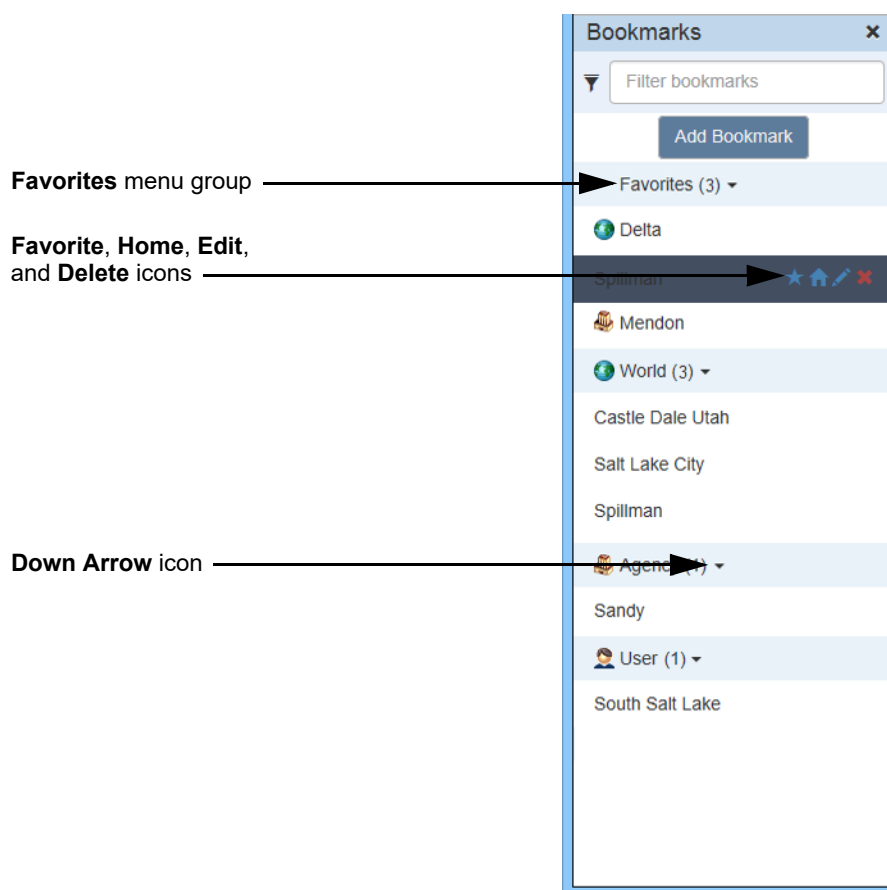


Using the Bookmarks Pane

Use the bookmarks in the **Bookmarks** pane to quickly navigate to saved locations on the map. When a location is bookmarked, the current extent is also saved.

To open the **Bookmarks** pane, do one of the following:

- From the toolbar, click **Bookmarks**.
- From the menu bar, select **Tools > Bookmarks**.
- Press Ctrl+B.



The icon next to the bookmark menu group indicates the level at which the bookmark is set. For the **Favorites** menu group, the level icon is next to the bookmark. Menu groups can be expanded or collapsed by clicking the **Down Arrow** icon.

Your SAA can set bookmarks at the following levels:

- World (🌐)

- Agency (🏛️)
- Group (👥)
- User (👤)

NOTE

If no bookmarks exist for a menu group type, then the menu group is not listed in the **Bookmarks** pane.

To select a bookmark, in the **Bookmarks** pane, click the bookmark for the desired location, or use the Zoom to Bookmark command. For a list of CAD Mapping commands, see [“CAD mapping commands” on page 368](#).

To manage bookmarks, do any of the following:

- [“Adding a bookmark” on page 393](#)
- [“Editing a bookmark” on page 394](#)
- [“Deleting a bookmark” on page 395](#)
- [“Managing favorites” on page 395](#)

NOTE

To manage bookmarks set at a World, Agency, or Group level, administrative privileges must be granted. If administrative privileges have been granted, then see the *CAD Administrator Manual*.

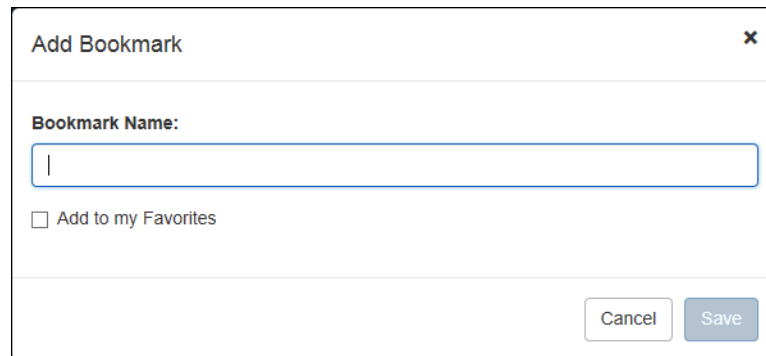
Adding a bookmark

Bookmarks can be added to the **User** or **Favorites** menu group. When saving a bookmark to the **Favorites** menu group, the bookmark is for the current user only, unless administrator privileges have been given.

To add a bookmark:

1. Verify the map is at the desired location and extent.
2. From the **Bookmarks** pane, click the **Add Bookmark** button.

The Add Bookmark window opens.



3. In the **Bookmark Name** field, enter the name for the bookmark.
4. If desired, to display the bookmark in the **Favorites** menu group, select the **Add to my Favorites** check box.
5. Click **Save**.

The bookmark is added to the **User** menu group, or if the **Add to my Favorites** check box was selected, then the bookmark is added to the **Favorites** menu group.

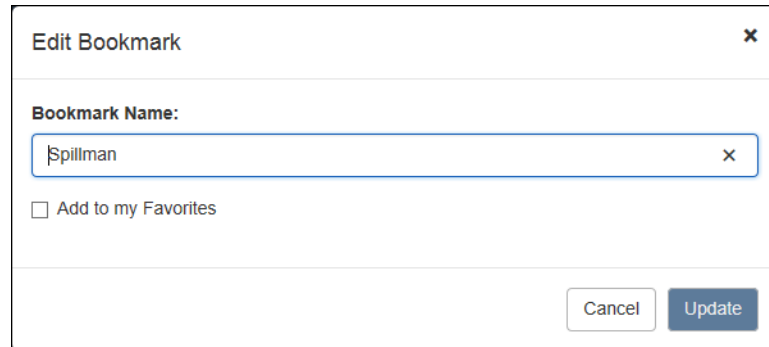
Editing a bookmark

Bookmarks in the **User** or **Favorites** menu group can be edited. Bookmarks in the **Favorites** menu group can be edited only if they were set at the User level when created.

To edit a bookmark:

1. From the **Bookmarks** pane, in the **User** or **Favorites** menu group, rest the mouse pointer on the desired bookmark, and then click the **Edit** icon.

The Edit Bookmark window opens.



2. Do any of the following:
 - In the **Bookmark Name** field, change the bookmark name.
 - To add or remove the bookmark from the **Favorites** menu group, select or clear the **Add to my Favorites** check box.
3. Click **Save**.

Depending on the changes made, the following occurs:

- If the bookmark name was edited, then the bookmark name is changed in the **Bookmarks** pane.
- If the **Add to my Favorites** check box was selected, then the bookmark is moved to the **Favorites** menu group.
- If the **Add to my Favorites** check box was cleared, then the bookmark is removed from the **Favorites** menu group and is displayed in the **User** menu group.

Deleting a bookmark

Bookmarks set at the User level can be deleted.

To delete a bookmark, from the **Bookmarks** pane, rest the mouse pointer on the desired bookmark, and then click the **Delete** icon. The bookmark is immediately deleted.

Managing favorites

In addition to managing favorites when adding or editing a bookmark, favorites can be managed from the **Bookmarks** pane.

Marking a bookmark as a favorite

To mark a bookmark as a favorite:

1. From the **Bookmarks** pane, select the **User** menu group.
2. Rest the mouse pointer on the desired bookmark, and then click the **Favorites** icon.

The bookmark is marked as a favorite and is moved to the **Favorites** menu group. The **User** icon is displayed next to the bookmark's name, indicating the bookmark is set at the User level.

Removing a bookmark from the Favorites menu group

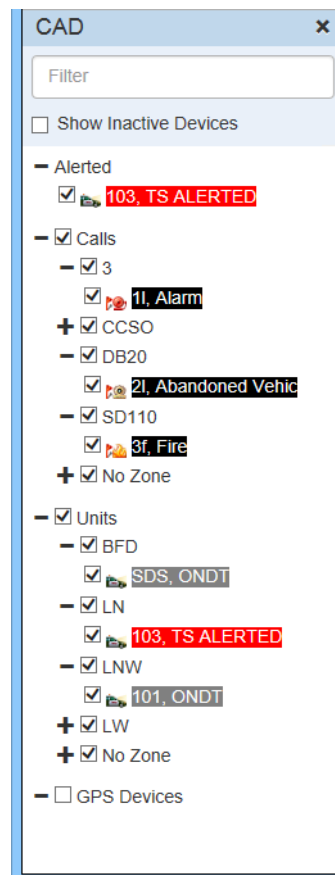
To remove a bookmark from the **Favorites** menu group, rest the mouse pointer on the bookmark, and then click the **Favorites** icon. The bookmark is moved back to the **User** menu group.

To permanently delete the bookmark, see [“Deleting a bookmark” on page 395](#).

Using the CAD Pane

Use the **CAD** pane to list all the active calls, units, and devices on the map. The calls, units, and devices are grouped by dispatch zone.

To open the **CAD** pane, from the toolbar, click the **CAD** button, or from the menu bar, select **Tools > CAD**.



From the **CAD** pane, do any of the following:

- “Showing and hiding calls, units, and devices” on page 398
- “Displaying call information” on page 398
- “Using the Filter field” on page 399
- “Dispatching a unit to a call” on page 399
- “Using the Drag to Dispatch feature” on page 401

Showing and hiding calls, units, and devices

Each group and zone in the **CAD** pane can be expanded or collapsed. To expand or collapse a group or zone, click the plus sign or minus sign.

To show or hide a call, unit, or device on the map, select or clear the check box for the desired call, unit, or device.

Inactive devices can be shown on the map. To show inactive devices, select the **Show Inactive Devices** check box. The inactive devices appear on the map and are listed in the **CAD** pane under the GPS Devices group.

Displaying call information

For CAD calls, the Display Call Information screen can be opened from the **CAD** pane or the **Map** area.

To display call information:

1. Right-click the desired call, and then select **Call Information**.

The Display Call Information screen for the selected call opens.

The screenshot shows the 'Display Call Information' window with the following details:

- Call:** 4f
- Nature:** Structure Fire
- ID/Determ:**
- Address:** 123 S MAINE ST
- City:** SFD
- Directions:**
- Complainant:** (Unused name number)
- Alerts:**
- Contact:**
- Info:**
- License Plate:**
- State:**
- Calls:** 11
- Names:** 1
- w/AirLts:**
- Wants:** 1
- Prem:** 0
- Adr:** 0
- Agency:** SFD
- Assigned:**
- Rcvd:** 05:23:33 12/18/15
- Status:** RCVD
- Incident:**
- Rcvd by:** Spillman
- Opened:** 05:23:15 12/18/15
- Zone:** FS

2. Review the call information. For more information about the Display Call Information screen, see the [“Viewing Call Information” on page 136](#).
3. When finished, click **Accept**.

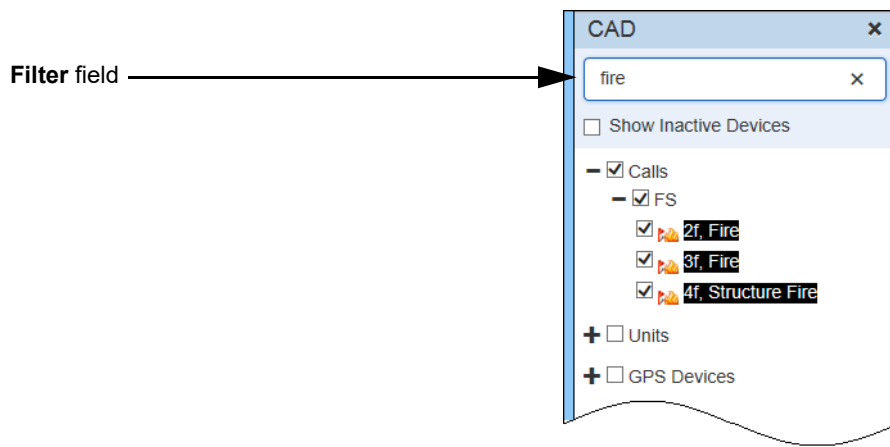
The Display Call Information closes and the cursor appears at the command line.

Using the Filter field

In the **CAD** pane, the **Filter** field can be used to view only the calls, units, or devices that match the filter criteria. Filtering is useful if your **CAD** pane has a large number of calls, units, or devices displayed, making it difficult to find a specific call, unit, or device. However, filtering the **CAD** pane does not remove icons from the map.

To use the **CAD** pane filter, in the **Filter** field, enter the filter criteria. The field is not case-sensitive. For example, to show only calls with a nature of Fire, enter **fire**. Only those items matching the criteria are displayed.

To clear the **CAD** pane filter, click the **Filter** field, and then click the **Clear** button (X).



NOTE

Alerted units and devices are shown regardless of the filter criteria used.

Dispatching a unit to a call

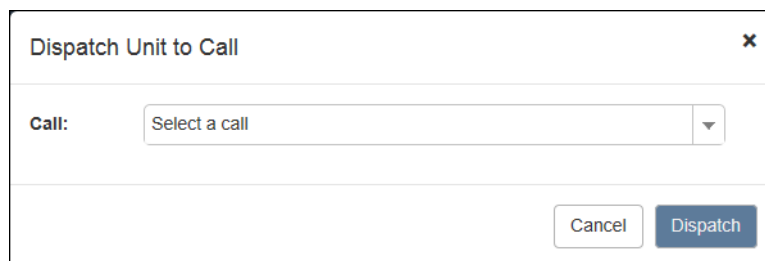
A unit can be dispatched to a call from either the **CAD** pane or the **Map** area. For more information about dispatching calls, see the [“Dispatching Units to Calls” on page 178](#).

To dispatch a unit to a call:

1. From either the **CAD** pane or the **Map** area, do one of the following:

- Right-click the desired call, and then select **Dispatch to Unit**.
- Right-click the desired unit, and then select **Dispatch to Call**.

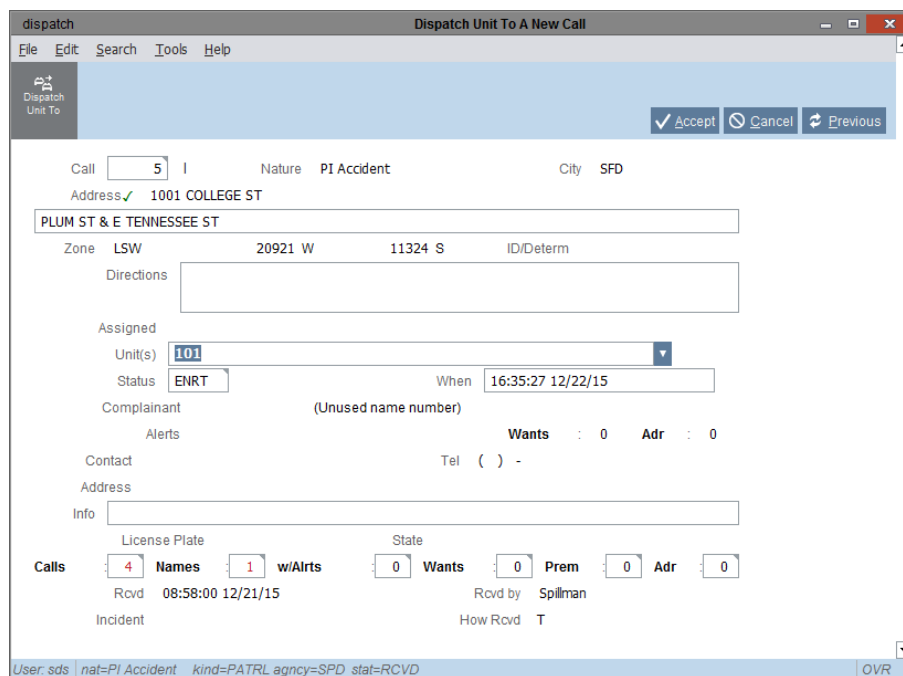
The map zooms to the call, and the Dispatch Unit to Call window opens.



The image shows a small dialog box titled "Dispatch Unit to Call" with a close button (X) in the top right corner. Inside the dialog, there is a label "Call:" followed by a text input field containing the placeholder text "Select a call" and a downward-pointing arrow on the right side, indicating a drop-down menu. At the bottom right of the dialog, there are two buttons: "Cancel" and "Dispatch".

- In the **Call** field, select the desired call from the drop-down list, and then click **Dispatch**.

The Dispatch Unit To A New Call screen opens.



The image shows a screenshot of the "Dispatch Unit To A New Call" window. The window has a title bar with "dispatch" and "Dispatch Unit To A New Call". Below the title bar is a menu bar with "File", "Edit", "Search", "Tools", and "Help". On the left side, there is a sidebar with a "Dispatch Unit To" button. The main area contains various fields for call information: "Call" (5), "Nature" (PI Accident), "City" (SFD), "Address" (1001 COLLEGE ST), "PLUM ST & E TENNESSEE ST", "Zone" (LSW), "20921 W", "11324 S", "ID/Determ", "Directions", "Assigned Unit(s)" (101), "Status" (ENRT), "When" (16:35:27 12/22/15), "Complainant" ((Unused name number)), "Alerts", "Wants" (0), "Adr" (0), "Contact", "Tel" (() -), "Address", "Info", "License Plate", "State", "Calls" (4), "Names" (1), "w/Alerts" (0), "Wants" (0), "Prem" (0), "Adr" (0), "Rcvd" (08:58:00 12/21/15), "Rcvd by" (Spillman), "Incident", "How Rcvd" (T). At the bottom, there is a status bar with "User: sds", "nat=PI Accident", "kind=PATRL", "agency=SPD", "stat=RCVD", and "OVR".

2. Complete any additional information as needed.
3. Click **Accept**.

The unit is dispatched to the call, and the CAD Status screen is updated.

Using the Drag to Dispatch feature

The Drag to Dispatch feature allows units to be dispatched to calls from the CAD pane or the **Map** area by dragging a unit icon to a call icon or a call icon to a unit icon.

To use the Drag to Dispatch feature:

1. From either the **CAD** pane or the **Map** area, select the desired call or unit.
2. Do one of the following:
 - If a unit was selected, then drag the unit to a call.
 - If a call was selected, then drag the call to a unit.

NOTE

As the call or unit is dragged, a prohibition sign appears. When the unit or call is dragged to something that can be dispatched, a plus sign appears.

The Dispatch Unit to A New Call screen opens.

dispatch Dispatch Unit To A New Call

File Edit Search Tools Help

Dispatch Unit To

Accept Cancel Previous

Call 5 | Nature PI Accident City SFD

Address 1001 COLLEGE ST

PLUM ST & E TENNESSEE ST

Zone LSW 20921 W 11324 S ID/Determ

Directions

Assigned

Unit(s) 101

Status ENRT When 16:35:27 12/22/15

Complainant (Unused name number)

Alerts Wants : 0 Adr : 0

Contact Tel () -

Address

Info

License Plate State

Calls 4 Names 1 w/Alrts 0 Wants 0 Prem 0 Adr 0

Rcvd 08:58:00 12/21/15 Rcvd by Spillman

Incident How Rcvd T

User: sds nat=PI Accident kind=PATRL agency=SPD stat=RCVD OVR

3. Complete any additional information as needed.
4. Click **Accept**.

The unit is dispatched to the call and the CAD Status screen is updated.

Using the Quickest Route Module

The Quickest Route module uses the current location of all units to determine which unit can arrive most quickly to the call location, and to plot routes in the CAD map. For a full list of Quickest Route features and compatible modules, see the *Quickest Route Manual*. This section describes the Quickest Route features only as they apply to the CAD map.

To use the Quickest Route module, use one of the following methods:

- Use the Quickest Route window. See [“Using the Quickest Route window” on page 402](#).
- Use the Show Route command. See [“Using the Show Route command” on page 405](#).

Using the Quickest Route window

To use the Quickest Route window:

1. Do one of the following:
 - From the toolbar, click the **Route** button.
 - From the **CAD** pane, right-click a unit, device, or call, and then do one of the following:
 - To route to the selected unit, device, or call, select **Route To**.
 - To route from the selected unit, device, or call, select **Route From**.
 - From the map, right-click a marker, and then select **Route To**.

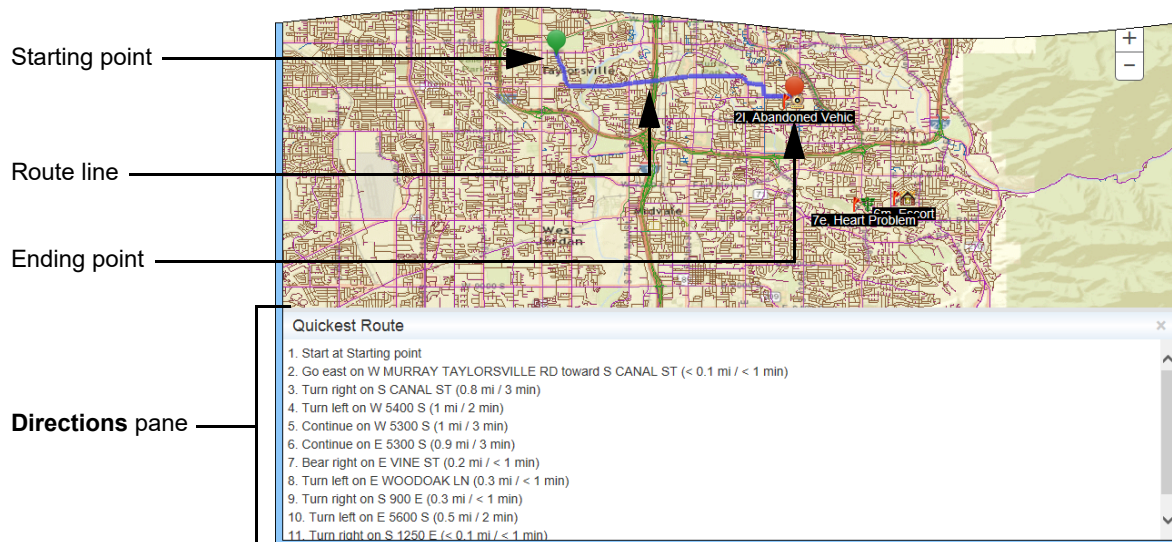
The Quickest Route window opens.

One of the following occurs:

- If the **Route To** option was selected, then the selected device, unit, call, or marker information is populated in the **Starting Point** area.
 - If the **Route From** option was selected, then the selected device, unit, or call information is populated in the **Ending Point** area.
 - If the **Route** button was clicked, then the Quickest Route window opens, and no information is populated in the **Starting Point** and **Ending Point** areas.
2. If necessary, to select a starting point, in the **Starting Point** area, do one of the following:
- In the **Call** field, select a call from the drop-down list.
 - In the **Unit/Device** field, select a unit from the drop-down list.
 - In the **Location** field, do one of the following:
 - Enter an address from which to route.
 - Enter coordinates (latitude and longitude) from which to route.

- Click the **Search** button, and then select a recently searched address from the drop-down list.
 - Click the green pin, and then select a location on the map. Once the location is selected, the coordinates appear in the **Location** field.
3. If necessary, to select an ending point, in the **Ending Point** area, do one of the following:
- In the **Call** field, select a call from the drop-down list.
 - In the **Unit** field, select a unit from the drop-down list.
 - In the **Location** field, do one of the following:
 - Enter an address from which to route.
 - Enter coordinates (latitude and longitude) from which to route.
 - Click the **Search** button, and then select a recently searched address from the drop-down list.
 - Click the red pin, and then select a location on the map. Once the location is selected, the coordinates appear in the **Location** field.
4. Click **Find Route**.

The Quickest Route window closes, and the route appears on the map. The beginning point is identified by the green pin, and the ending point is identified by the red pin. The route is identified by the line between the pins. In the **Directions** pane, driving directions are displayed.



Route colors can be changed. For more information, see “Customizing route colors” on page 410.

Using the Show Route command

The Show Route (MAP SR) command can be used to display the quickest route for any combination of a unit, call, device, or address to another unit, call, device, or address.

Units do not need to be assigned to a call to use the MAP SR command. If a route is already displayed for a unit or device, then the software updates the route for the specified unit or device.

For example, to display unit-to-call routes, enter the MAP SR command at the command line in the following format:

```
map sr.[unit#]{.call#}
```

To display the route for a unit actively assigned to a call, the call number does not need to be specified. For example, if the unit number 103 is assigned to call 4l, enter **map sr.103**.

To display the route for a unit not actively assigned to a call, the unit number and the call number must be specified. For example, to determine the quickest route from unit 102 to call number 10f, enter **map sr.102.10f**.

To display device-to-call routes, enter the MAP SR command at the command line in the following format:

```
map sr.[deviceid]{.call#}
```

To display address-to-address routes, enter the MAP SR command at the command line using the following format:

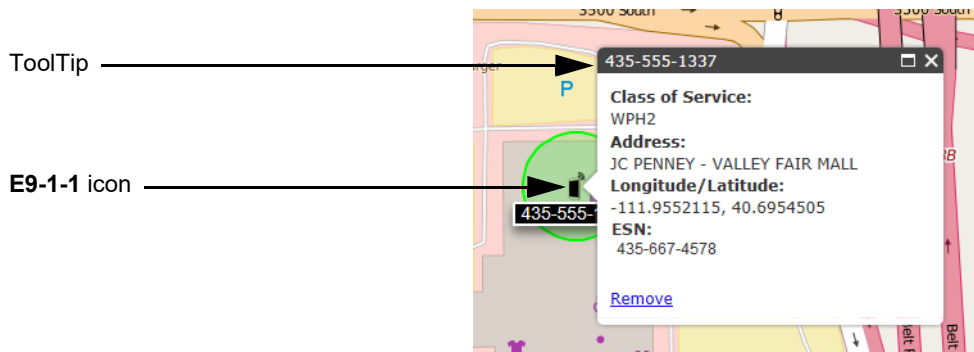
```
map sr.[address][.address]
```

For example, to locate the route between 691 South State Street and 7670 South Union Park Avenue, enter **map sr.691 South State St.7670 South Union Park Ave**. The route is displayed on the map.

Using the E9-1-1 Interface

If your agency uses the E9-1-1 interface, then calls received through the interface are displayed on the map. This section describes only how the E9-1-1 interface affects the CAD map. For information about creating CAD calls from an E9-1-1 call, see the *E9-1-1 Interface Manual*.

When an E9-1-1 call is received, the map zooms to the call location, and information about the call is displayed in a ToolTip.



NOTE

If an E9-1-1 call is received without a valid location, then the following message is displayed:

Unable to retrieve location from ANI/ALI, please rebid.

The map does not zoom to the call, and the message closes automatically. Rebid the E9-1-1 call to attempt to retrieve valid location information and view the call on the map.

The **E9-1-1** icon is based on the call class of service, and the label is the callback number provided to the 9-1-1 dispatcher.

Uncertainty data is indicated by a circle surrounding the icon, showing the radius for the call location. Phase one calls are indicated by a red circle, and phase two calls are indicated by a green circle. If the certainty data gives a radius closer than your default zoom level, then the circle is not visible. Zoom in closer to the call to view the radius for the call.

The ToolTip can be maximized or closed. To open the ToolTip after it is closed, double-click the E9-1-1 call icon.

The ToolTip displays the following information:

- Call class of service
- Call address

- The latitude and longitude
- ESN (Emergency Services Number)

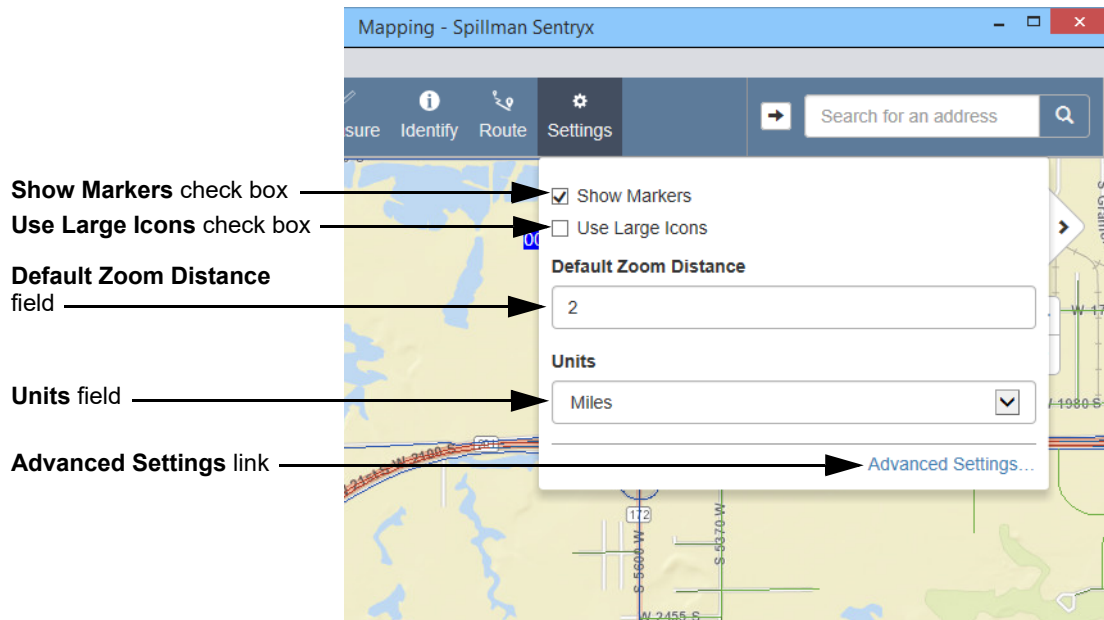
The call remains on the map until one of the following occurs:

- Another E9-1-1 call is created for the same dispatcher position
- The E9-1-1 call is cleared manually

To clear the E9-1-1 call manually, in the ToolTip, click **Remove**.

Adjusting Map Settings

Use the **Settings** button on the toolbar to adjust map settings.

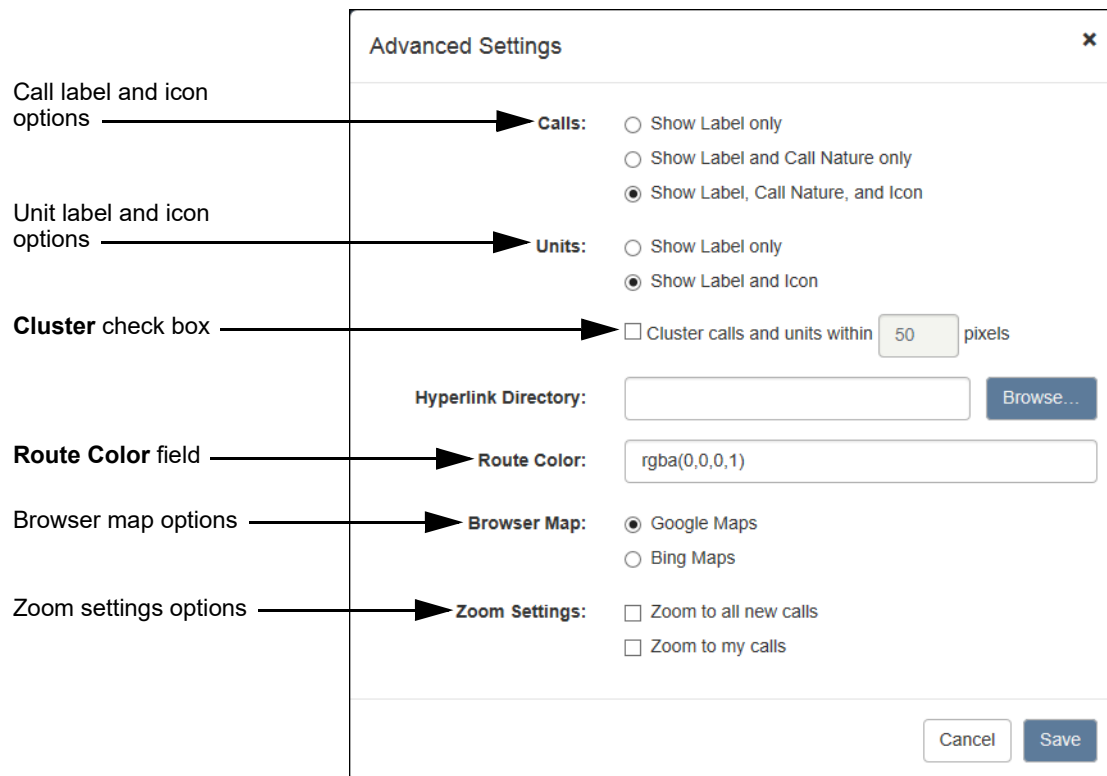


If your SAA has granted the appropriate privileges, then the following settings can be adjusted:

- **Show/Hide Markers.** To show or hide markers on the map, select or clear the **Show Markers** check box. See [“Using map markers” on page 382](#).
- **Map icon size.** To view large map icons, select the **Use Large Icons** check box.
- **Default zoom level.** To set the default zoom level, in the **Default Zoom Distance** field, enter a numerical value for the level at which the map should zoom. In the **Units** field, select the unit of measurement to zoom. See [“Zooming on the map” on page 366](#).
- **Advanced settings.** To set advanced settings, click **Advanced Settings**. See [“Setting advanced map settings” on page 409](#).

Setting advanced map settings

To open the Advanced Settings window, from the Settings window, click **Advanced Settings**.



To set advanced map settings, do any of the following:

- “Setting call label and icon options” on page 409
- “Setting unit label and icon options” on page 410
- “Setting the Clustering function” on page 410
- “Customizing route colors” on page 410
- “Selecting a third-party map” on page 410
- “Setting zoom settings” on page 411

Setting call label and icon options

To set call label and icon options, select one of the following:

- To show only the call label on the map, select **Show Label Only**.
- To show the call label and call nature, select **Show Label and Call Nature only**.

- To show the call label, call nature, and the icon set by your SAA, select **Show Label, Call Nature, and Icon**.

To save your changes, click **Save**.

Setting unit label and icon options

To set unit label and icon options, select one of the following:

- To show only the unit label on the map, select **Show Label Only**.
- To show the unit label and the unit icon on the map, select **Show Label and Icon**.

To save your changes, click **Save**.

Setting the Clustering function

If the required privileges have been granted by your SAA, then use the **Cluster** check box to set up the Clustering function. For more information, see [“Using the Clustering function” on page 373](#).

To turn clustering on or off, select or clear the **Cluster** check box. In the **Pixels** field, enter the proximity, in pixels, to determine when a call, unit, or device is clustered. To save your changes, click **Save**.

Customizing route colors

The color used for showing a route can be customized.

To select a customized route color:

1. In the Advanced Settings window, place the cursor in the **Route Color** field.

A color picker appears.

2. Use the color picker to select a route color.

If a route is currently shown on the map, then the route color changes as a color is selected.

3. To close the color picker, click the **Route Color** field.
4. To save your changes, click **Save**.

Selecting a third-party map

Select the third-party map (either Google or Bing) to use when opening the map in an Internet browser. For more information about opening the map in a browser, see [“Opening the map in an Internet browser” on page 385](#).

To select the third-party map to use when opening a map location in an Internet browser, in the Advanced Settings window, in the **Browser Map** area, select the map to use.

Setting zoom settings

The following zoom settings can be set:

- **Zoom to all new calls.** Select this check box to zoom to each new call as the call is received.
- **Zoom to my calls.** Select this check box to zoom to the call that is currently highlighted in the CAD Status screen.

To save your changes, click **Save**.

Chapter 13

Classic CAD Mapping

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Overview

This chapter describes how to use the Classic CAD map, which integrates mapping features with the CAD module. With Classic CAD Mapping, the location of your agency's calls and units can be viewed on a map generated from a shapefile (.shp) of your jurisdiction. The map is updated each time CAD information is updated. For information on the CAD Mapping module that uses a web-based map service to display a map of your jurisdiction, see [“CAD Mapping” on page 357](#).

For CAD calls to display on the map, your agency must have the GeoValidation module and its geobase must be created with latitude and longitude coordinates.

For units to display on the map, your agency must have the Automatic Vehicle Location (AVL) module, and the unit must be assigned a Global Positioning System (GPS) device. For more information see the *Automatic Vehicle Location (AVL) Manual*.

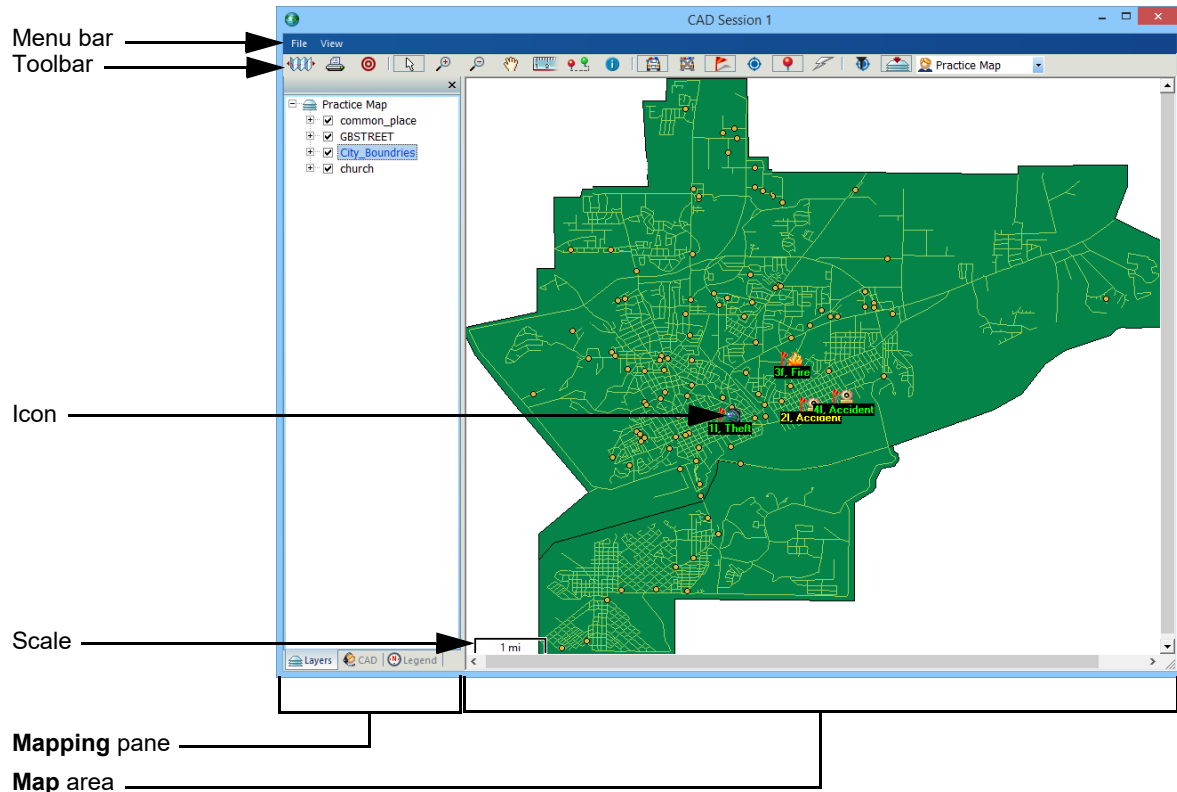
For Motorola Unified Network Service (UNS) devices to display on your map, your agency must have the UNS Interface with the AVL module installed. For more information, see the *Automatic Vehicle Location (AVL) Manual*.

This chapter includes the following information:

- [“Understanding the CAD Map” on page 415](#)
- [“Performing General Mapping Tasks” on page 421](#)
- [“Understanding the Mapping Pane” on page 433](#)
- [“Configuring Map Layers” on page 440](#)
- [“Setting Up Map Configurations” on page 449](#)
- [“Setting Up Map Settings” on page 452](#)

Understanding the CAD Map

This section describes the basic map features and how to access the CAD map. When opened, the map displays the location of your agency's calls. If your agency uses the AVL module, then your agency's units are displayed. If your agency also uses the Motorola UNS Interface with AVL, then your agency's UNS devices are displayed.



The following table describes the CAD map elements.

Name	Description
Menu bar	Contains the File and View menus.
Toolbar	Contains various mapping buttons. For more information, see “Using the toolbar” on page 417 .
Map area	Contains the selected map. For more information, see “Performing General Mapping Tasks” on page 421 .

Name	Description
Mapping pane	<p>Displays the Layers, CAD, or Legend tab when the corresponding tab is selected.</p> <ul style="list-style-type: none"> For more information about the Layers tab, see “Understanding the Mapping Pane” on page 433. For more information about the CAD tab, see “Using the CAD tab” on page 435. For more information about the Legend tab, see “Using the Legend tab” on page 438.
Icons	<p>Displays the location of calls, units, and devices on the map. For more information, see “Understanding icons and labels” on page 418.</p>
Scale	<p>Displays the scale of the map. To show the map scale, from the menu bar, select View > Show Scale.</p>

Opening and closing the map

To open the CAD map, at the command line, enter **map**.

The CAD map of your jurisdiction opens.

If desired, a shortcut button can be added to the CAD toolbar to open the map. For information on how to add buttons to the CAD toolbar, see [“Using the Command Center in CAD” on page 29](#).

To close the map, do one of the following:

- Close the CAD Map screen.
- At the command line, enter **map close**.
- From the menu bar, select **File > Close**.
- Press Alt+F4.

Bringing the CAD map to the front

While switching between the map and CAD or any other program, the CAD map is moved to the back of your open processes.

To show the map when it is not selected, do one of the following:

- At the command line, enter **map show**.
- From the task manager, double-click **CAD Map**, or highlight **CAD Map**, and then press Enter.

Using the toolbar

The toolbar contains buttons for the most commonly used commands. To view a button's function, rest the mouse pointer over the button to display a ToolTip.

The following table describes the toolbar buttons.

Name	Description
Entire Map	Used to show the current layer in its entirety so that all objects in it can be seen. For more information, see “Selecting a map configuration” on page 421 .
Print (Ctrl+P)	Used to print the map. For more information, see “Printing the map” on page 431 .
Locate (Ctrl+F)	Used to open the Locate dialog box. For more information, see “Using the Locate tool” on page 425 .
Selection	Used to select areas of the map.
Zoom In	Used to zoom in on the map. For more information, see “Navigating the map” on page 422 .
Zoom Out	Used to zoom out on the map. For more information, see “Navigating the map” on page 422 .
Pan	Used to pan the map when zoomed in. For more information, see “Navigating the map” on page 422 .
Measure Distance (Ctrl+D)	Used to open the Measure Distance tool. For more information, see “Using the Measure Distance tool” on page 428 .
Route	Used to open the Quickest Route module. For more information, see the <i>Quickest Route Manual</i> .
Identify	Used to open the Identify tool. For more information, see “Using the Identify tool” on page 427 .
Units (Ctrl+U)	Used to show or hide active units. For more information, see “Showing or hiding icons on the map” on page 436 .
Inactive Units	Used to show or hide inactive units. For more information, see “Showing or hiding icons on the map” on page 436 .
Calls (Ctrl+S)	Used to show or hide calls. For more information, see “Showing or hiding icons on the map” on page 436 .
AVL (Ctrl+A)	Used to show or hide AVL devices. For more information, see the <i>Automatic Vehicle Location (AVL) Manual</i> .
Locations (Ctrl+Shift+F)	Used to display labeled locations on the map. For more information, see “Using the Locate tool” on page 425 .
Hyperlinks	Used to display hyperlinks on the map. For more information, see “Viewing hyperlinks on the map” on page 429 .

Name	Description
AVL Filter (Ctrl+T)	Used to open the AVL Device Filter. For more information, see the <i>Automatic Vehicle Location (AVL) Manual</i> .
Layers (Ctrl+L)	Used to show or hide the Mapping pane. The Layers tab opens by default. <ul style="list-style-type: none"> For more information about the Layers tab, see “Understanding the Mapping Pane” on page 433. For more information about the CAD tab, see “Using the CAD tab” on page 435. For more information about the Legend tab, see “Using the Legend tab” on page 438.
Configurations	Used to select a map configuration to view. For more information, see “Selecting a map configuration” on page 421 .

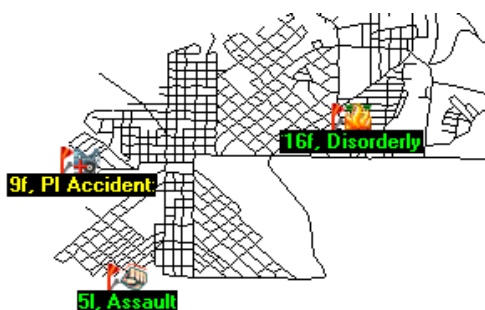
Understanding icons and labels

The CAD map displays icons for calls, units, and devices.

The icons shown on the map depend on your settings in the **CAD** tab. For more information, see [“Showing or hiding icons on the map” on page 436](#).

Each icon on the map has a label. The label colors are set by your SAA, and are based on the CAD color scheme. If the CAD color scheme is changed, then the change directly affects the labels in CAD Mapping.

The following example illustrates the default color settings.

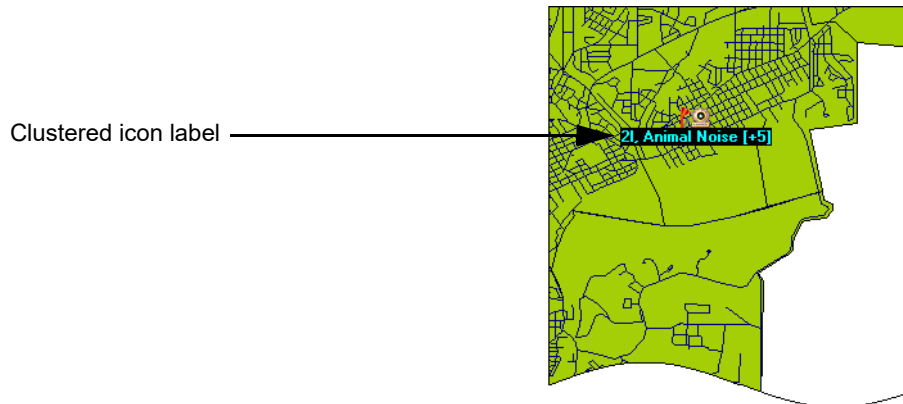


Labels display the following information:

- For calls, labels display the call number, type, and nature.
- For units, labels display the unit ID and status.
- For devices, labels display the device ID and GPS status.

Understanding the Clustering function

If too many devices, units, or calls are crowding the map, then your SAA can turn on the Clustering function, which groups like icons in proximity to each other under one label.

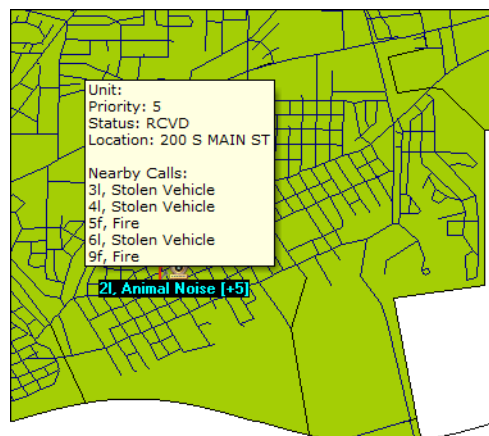


For items that are clustered under one icon, the icon label includes a plus sign (+) and the number of additional devices, units, or calls within brackets. For example, if unit 0185 is clustered with six other units, then 0185 [+6] is displayed.

NOTE

Alerted units and devices are not clustered. For more information about alerts, see the *Automatic Vehicle Location (AVL) Manual*.

To see information about the clustered devices, units, or calls, rest the mouse pointer on a clustered icon to display a ToolTip.



For example, for clustered calls, the ToolTip displays the information for the first call, as well as the ID and nature of nearby calls. Other pertinent information about the device, unit, or call is also displayed.

When the map view is zoomed in, the devices, units, and calls display separately.

Performing General Mapping Tasks

The following section describes general mapping tasks that can be completed using the Classic CAD Mapping module.

To perform general mapping tasks, do any of the following:

- [“Selecting a map configuration” on page 421](#)
- [“Navigating the map” on page 422](#)
- [“Using the Output pane” on page 422](#)
- [“Controlling the map from the command line” on page 423](#)
- [“Using the Locate tool” on page 425](#)
- [“Using the Identify tool” on page 427](#)
- [“Using the Measure Distance tool” on page 428](#)
- [“Viewing hyperlinks on the map” on page 429](#)
- [“Viewing a location's latitude and longitude on the map” on page 430](#)
- [“Printing the map” on page 431](#)
- [“Exporting a map image” on page 431](#)

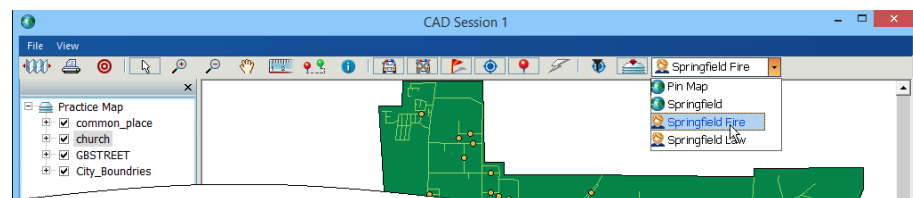
Selecting a map configuration

A map configuration determines the layers in the map and each layer's properties and components.

A public configuration defined by your SAA can be selected, or the map can be configured to your preferred settings. To create your own configurations, see [“Creating a user configuration” on page 450](#).

To select a configuration, from the toolbar, in the **Configurations** field, select a configuration from the drop-down list. Public configurations are designated by a world icon, while user map configurations are designated by a user icon.

The software displays the selected map configuration in the **Map** area.



Navigating the map

To navigate the map, use the navigation buttons on the toolbar or the right-click menu options from the map. CAD commands can also be used to navigate the map. For more information, see [“Controlling the map from the command line” on page 423](#).

To navigate the map, do any of the following:

- To view the entire map and all its features, from the toolbar or the map’s right-click menu, click or select **Entire Map**.
- To zoom in on the map, from the toolbar or the map’s right-click menu, click or select **Zoom In**, or scroll the mouse wheel forward.
- To zoom out on the map, from the toolbar or the map’s right-click menu, click or select **Zoom Out**, or scroll the mouse wheel backward.
- To pan the map, zoom in to the desired level, and then from the toolbar, click **Pan**. With the **Pan** button selected, drag the map to the desired location.

Using the Output pane

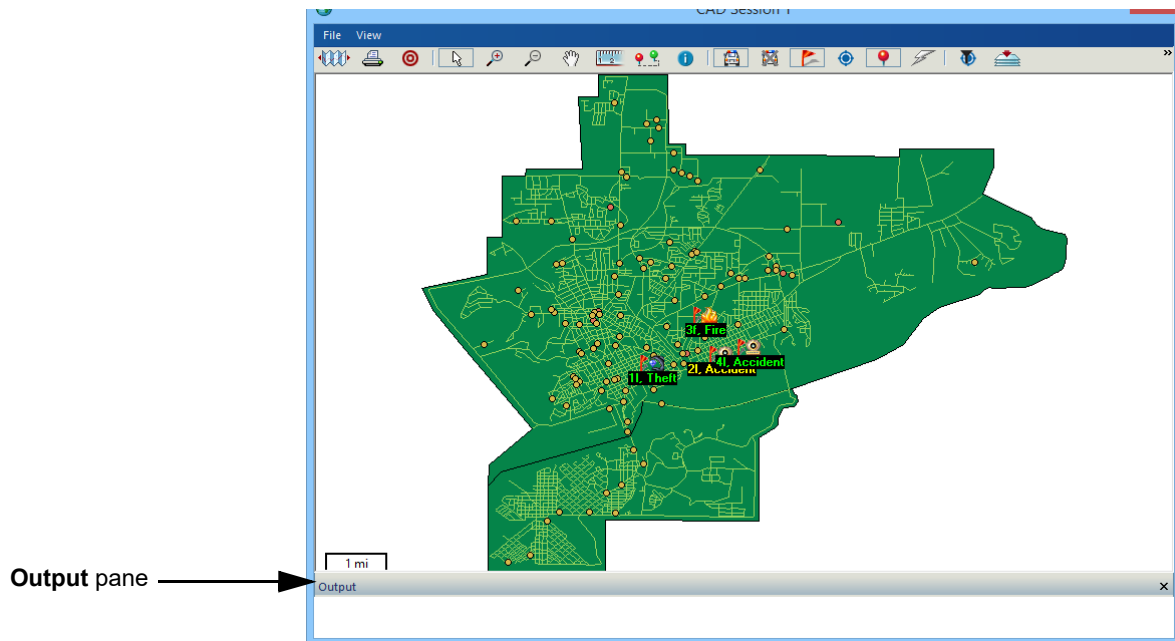
If the software cannot map a location, call, or unit, then the **Output** pane displays an error message describing the problem with the map.

Once opened, the size of the **Output** pane can be changed. To change the **Output** pane’s size, rest the mouse pointer over the edge of the pane until the pointer changes to a double arrow, and then drag the pane to the desired size.

To view feedback in the **Output** pane:

1. From the menu bar, select **View > Output**.

The **Output** pane appears at the bottom of the map.



2. To close the **Output** pane, select **View > Output**.

Controlling the map from the command line

To control the map from the command line, enter a command, and then press Enter.

When entering mapping commands, remember the following tips:

- Use periods (.) to separate parameters.
- Braces ({}) indicate that the enclosed parameter is optional. Do not enter the braces.
- Brackets ([]) indicate that the enclosed parameter is required. Do not enter the brackets.
- Map commands are not case-sensitive.

CAD mapping commands

The following table lists the mapping commands that can be entered at the CAD command line.

Command	Command format	Definition
Clear alert	map ca. <i>unit</i>	Expires the Emergency alert for the specified unit, and returns the icon on the map to its non-alerted state, where <i>unit</i> is the unit's ID number.
	map ca. <i>device</i>	Expires the Emergency alert for the specified AVL device, and returns the icon on the map to its non-alerted state, where <i>device</i> is the device ID.
Clear route	map cr	Clears the point to point route. For more information, see the <i>Quickest Route Manual</i> .
	map cr.all	Clears all routes. For more information, see the <i>Quickest Route Manual</i> .
	map cr. <i>unit</i>	Clears the route for the specified unit, where <i>unit</i> is the unit's ID number. For more information, see the <i>Quickest Route Manual</i> .
Close Map	map close	Closes the current map.
Hide device	map hd. <i>device</i>	Hides the AVL device icon from the map, where <i>device</i> is the device ID.
Hide Layer	map lh. <i>layer</i>	Hides the specified layer.
Hide Map	map hide	Hides the current map.
Reset AVL device filter	map dsd. <i>device</i>	Restores the AVL device settings to the agency defaults, where <i>device</i> is the device ID.
Show Layer	map ls. <i>layer</i>	Shows the specified layer.
Show Map	map show	Shows the current map.
Zoom Entire Map	map ze{ <i>layer</i> }	Zooms the map out to show the current or specified layer in its entirety so that all objects in it can be seen.
Zoom In	map zi{ <i>distance.unit</i> }	Zooms in one level or to the specified distance. <i>Distance</i> must be a whole number. <i>Unit</i> stands for unit of measurement, and can be <i>mi</i> (miles), <i>yd</i> (yards), <i>ft</i> (feet), or <i>in</i> (inches).
Zoom In	map.zi.x%	Zooms the map in by <i>x</i> percent.
Zoom Out	map zo{ <i>distance.unit</i> }	Zooms the map out one level or to the specified distance. <i>Distance</i> must be a whole number. <i>Unit</i> stands for unit of measurement, and can be <i>mi</i> (miles), <i>yd</i> (yards), <i>ft</i> (feet), or <i>in</i> (inches).
	map zo.x%	Zooms the map out by <i>x</i> percent.

Command	Command format	Definition
Zoom to Call	map <i>zc</i> . <i>[callid[type]]</i>	Centers the map on the coordinates of the specified call, but keeps the same zoom level, where <i>callid</i> is the call ID number and <i>type</i> is the call type.
Zoom to device	map <i>zd</i> . <i>device</i>	Shows the AVL device icon on the map, where <i>device</i> is the device ID.
Zoom to Unit	map <i>zu</i> . <i>unit</i>	Centers the map on the specified unit, where <i>unit</i> is the unit's ID number.

Using the Locate tool

Use the Locate tool to find a location on the map. To search for a location, enter the location's address or the x- and y-coordinates. Once an address or coordinates are located, a label is added to the map to mark the location.

Using a street address to search for a location

To search for a location using a street address:

1. Verify the **Locations** button is selected to show labeled locations on the map.
2. Click the **Locate** button.

The Locate dialog box opens.

3. In the **Street Address** field, enter the address to be searched.

4. If the address is located in more than one city, then in the **City Code** field, enter the city code for the city in which the address is located.
5. Do one of the following:
 - To automatically locate the closest matching address, clear the **Show All Candidates** check box. By default, the check box is cleared.
 - To select from a list of addresses that are a possible match to your criteria, select the **Show All Candidates** check box.
6. Click **OK**.

One of the following occurs:

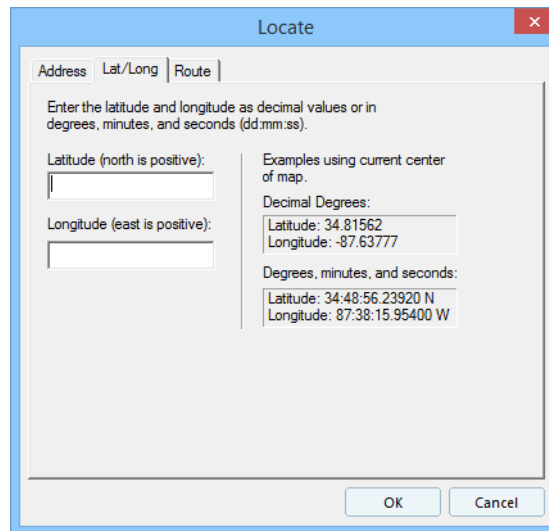
- If the **Show All Candidates** check box was cleared, then the address is labeled and centered on the map.
- If more than one address is a close match to your criteria, and the **Show All Candidates** check box was selected, then the Address Candidates dialog box opens. Select the desired address, and then click **OK**. The address is labeled and centered on the map.

Using x- and y-coordinates to search for a location

To search for a location using x- and y-coordinates:

1. Verify the **Locations** button is selected to show labeled locations on the map.
2. Click **Locate**.

The Locate dialog box opens.



3. Click the **Lat/Long** tab (Alt+L).
4. Enter the x- and y-coordinates in one of the following formats:
 - Decimal degrees (*dd.ddddd*)
 - Degrees, minutes, and seconds (*dd:mm:ss.sss*)
5. Click **OK**.

The address is labeled and centered on the map.

Clearing address labels

When the Locate tool is used, each located address is labeled.

To clear address labels, right-click anywhere on the map, and then select **Clear Locations**. The labels are cleared from the map.

Using the Identify tool

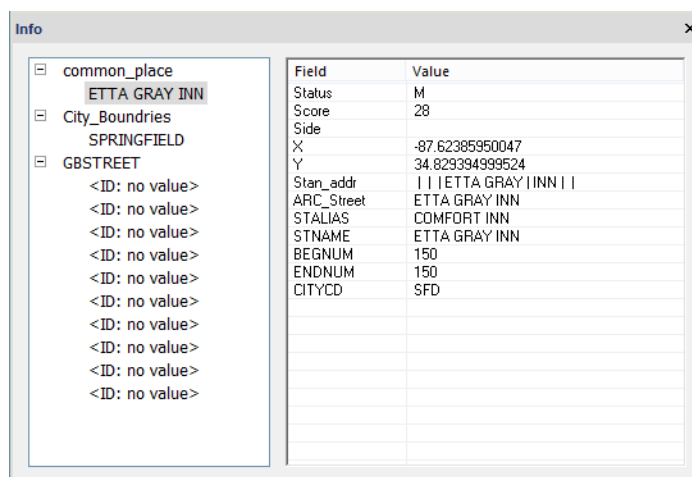
Use the Identify tool to view available information about a selected location on the map.

To use the Identify tool:

1. Do one of the following:

- From the toolbar, click the **Identify** button, and then click the location to identify. The mouse pointer changes to the **Identify** icon when placed on the map.
- Right-click the desired point on the map to display a list of options, and then select **Identify**.

The selected location flashes and the Info dialog box opens. The Info dialog box displays information about the selected location, such as the name, address, latitude, or longitude. The information available depends on if the item selected is a polygon, line, or point.



2. When finished, click any other toolbar button to stop using the Identify tool.

Using the Measure Distance tool

Use the Measure Distance tool to measure distances from a selected location to one or several other locations.

To use the Measure Distance tool:

1. Click the **Measure Distance** button (Ctrl+D).

The mouse pointer changes from an arrow to a cross-hair when placed on the map.

2. Click the location at which to start measuring.

A ToolTip appears near the pointer, displaying the distance (currently 0).

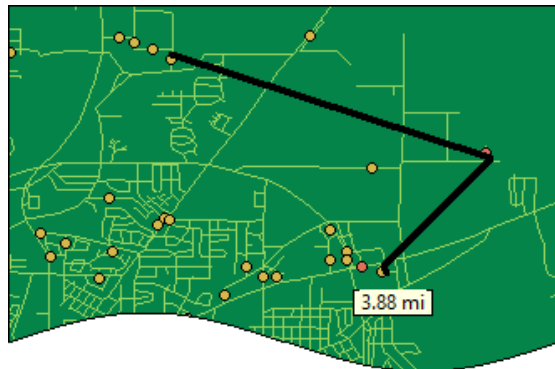
3. Click any points between the beginning location and the ending location. For example, when measuring a unit's possible route to a call, if there is an intersection at which the unit needs to change direction, click the intersection, and then continue drawing the measuring line.

Each time the mouse is clicked, a line segment from the last point clicked to the current point is drawn. An accumulated estimate of the distance is also displayed. If the distance is less than 0.25 miles (440 yards), the distance is displayed in yards (yds). If the distance is 0.25 miles or greater, the distance is displayed in miles (mi).

If the measuring line needs to be extended beyond the current viewable boundaries of your map, then a white arrow appears on the map. When the mouse is clicked, the map pans in the direction of the arrow.

4. Double-click or right-click the ending location.

The ToolTip displays the total distance from the beginning location to the ending location.



NOTE

The measuring line stays on the map until a new distance measurement is started, a different mapping tool is selected, the **Measure Distance** button is clicked again, or the **Print** button is clicked to print the map.

Viewing hyperlinks on the map

Your SAA can assign hyperlinks to points on the map. To view hyperlinks, make sure the **Hyperlinks** button is selected. Hyperlinks are displayed as yellow lightning bolts.

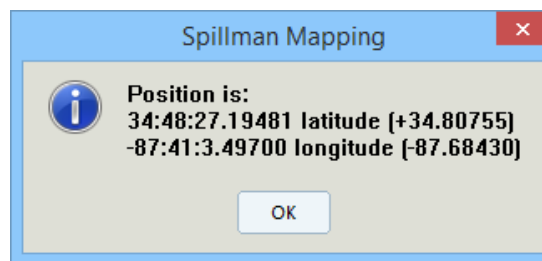
To display the name of the link and the link address in a ToolTip, rest the mouse pointer over the link. To open the hyperlink, click the ToolTip or double-click the hyperlink icon.

Viewing a location's latitude and longitude on the map

To view a location's latitude and longitude on the map, do one of the following:

- Hold down the Ctrl key and right-click the location.

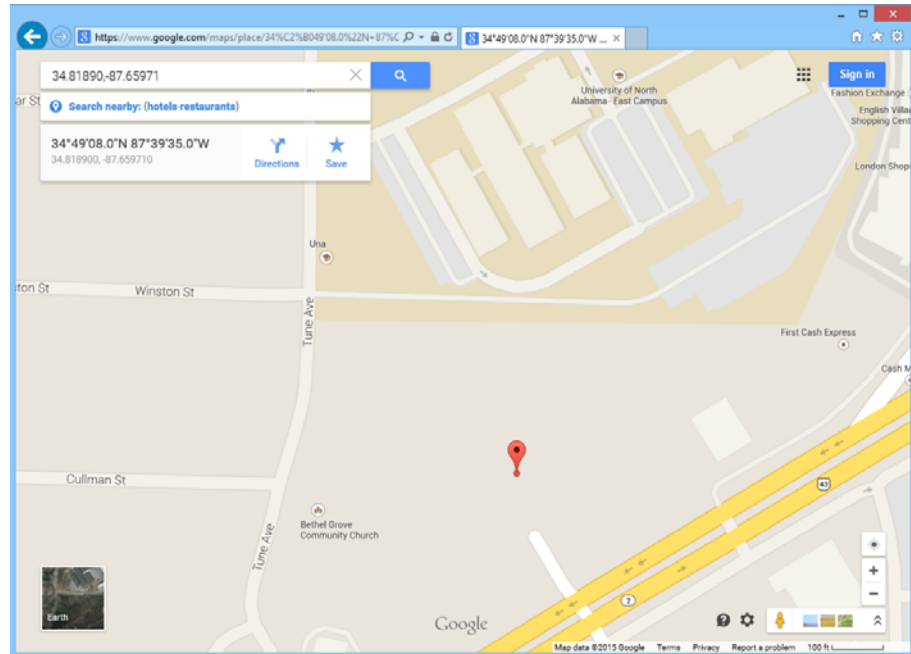
A dialog box similar to the following opens.



To close the dialog box, click **OK**.

- Right-click a location, and then select **Open Google Maps**.

A Google map opens in an Internet browser with the location's latitude and longitude displayed and the location marked.



Printing the map

The current map configuration can be printed.

To print the map:

1. Select **File > Print**.

The Print dialog box opens.

2. Configure your printer settings.
3. Click **OK**.

The map is printed according to the selected settings.

Exporting a map image

An image of the current map configuration can be exported as a file.

To export a map image:

1. With the desired configuration selected, from the menu bar, select **File > Export As Image**.
The Export dialog box opens.
2. In the **File Name** field, enter the name under which the file should be saved.
3. In the **Save as type** field, select the file type for the image, either Bitmap (.bmp), Tagged Image File Format (.tiff), or Joint Photographic Experts Group (.jpeg).
4. Click **Save** to save the file.

Understanding the Mapping Pane

The **Mapping** pane contains three tabs:

- **Layers.** Used to view and configure the layers and layer components on the map. For more information, see [“Using the Layers tab” on page 433](#) and [“Configuring Map Layers” on page 440](#).
- **CAD.** Used to display CAD calls, units, and devices. For more information, see [“Using the CAD tab” on page 435](#).
- **Legend.** Used to display the map legend. For more information, see [“Using the Legend tab” on page 438](#).

To open the **Mapping** pane, do any of the following:

- Select **View > Layers**
- Click the **Layers** button
- Press Ctrl+L

The **Layers** tab opens by default. With the **Layers** tab open, select the desired tab to view.

Using the Layers tab

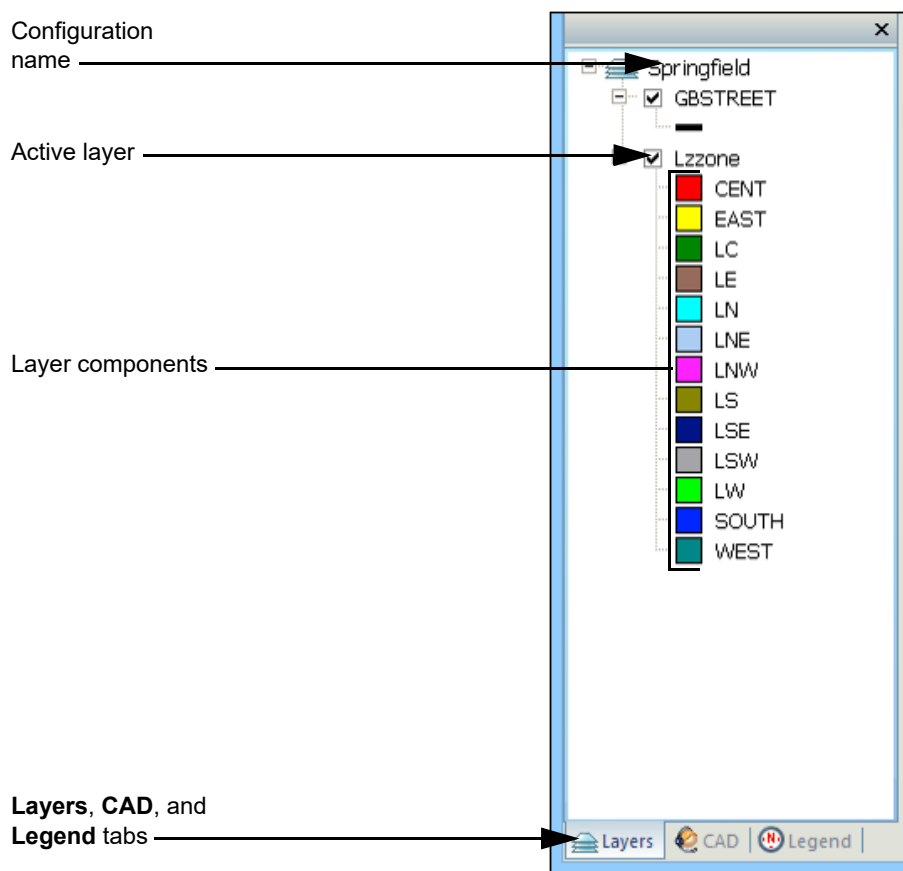
Using the **Layers** tab, map layers and their components can be rearranged, made active or inactive, and configured.

Map configurations are made up of three layer types:

- **Polygon.** Defines an area, such as a county or large body of water.
- **Line.** Defines elements, such as streets or rivers.
- **Point.** Defines points on a map, such as a specific location or other points of interest as defined by your SAA.

The ability to view each layer depends on the zoom factor at which the layer is set. For more information, see [“Setting the zoom factor for the map” on page 440](#).

For information on configuring map layers, see “Configuring Map Layers” on page 440.

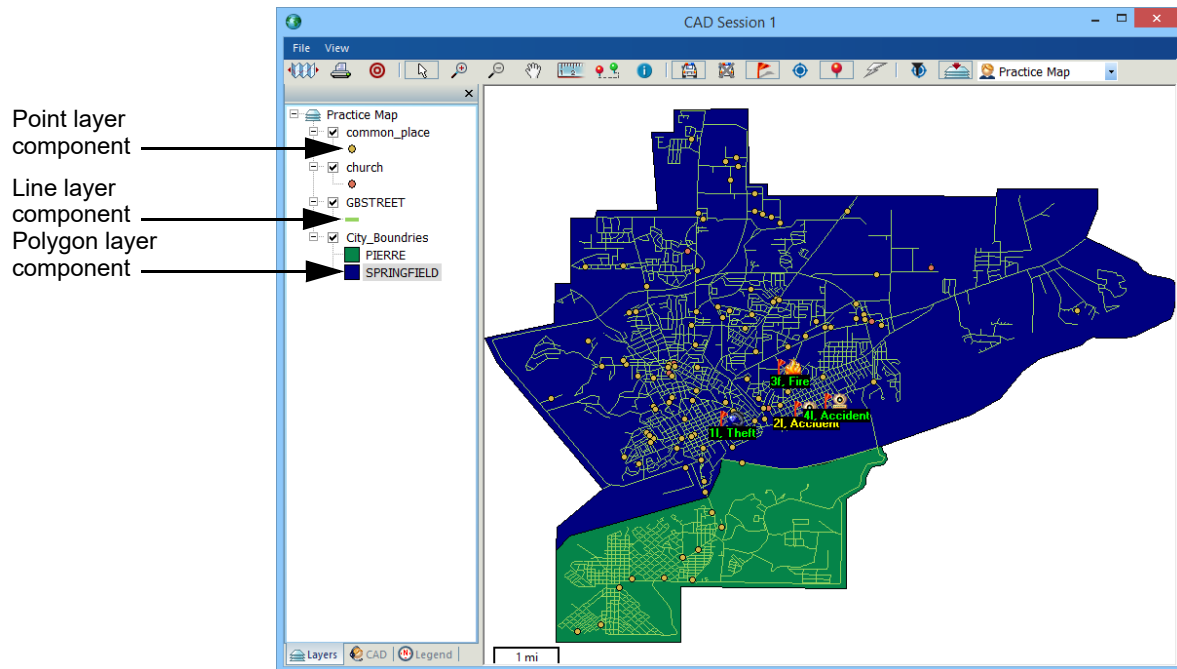


The following table explains basic tasks that can be performed in the **Layers** tab.

To	Do this
Move a layer to the foreground	Drag the layer to the top of the list in the Layers tab.
Make a layer active	Select the check box next to the name of the layer.
Make a layer inactive	Clear the check box next to the name of the layer.
View the components of a layer	Click the plus sign (+) next to the layer name.
Hide the components of a layer	Click the minus sign (-) next to the layer name.

Understanding layer components

Each layer can have multiple components. For example, a polygon layer might be made up of two counties. Therefore, two polygon components are displayed in the expanded polygon layer.



The options for configuring each layer component depend on the layer type. For more information, see [“Defining properties for layer components”](#) on page 444.

Zooming to layers

To zoom to a specific layer, from the **Layers** tab, right-click the desired layer, and then select **Zoom to Layer**. The map zooms to the selected layer.

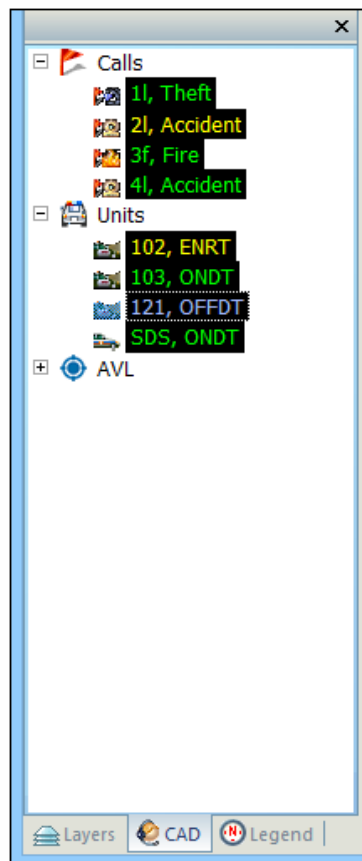
The map can also zoom to specific polygon in a polygon layer.

To zoom to a specific polygon in a polygon layer, from the **Layers** tab, select the polygon layer, and then click the plus sign (+) next to the layer name. Right-click the name of the polygon, and then select **Zoom to Extent**. The map zooms to the selected polygon.

Using the CAD tab

Use the **CAD** tab to list all the active calls, units, and devices on the map.

To open the **CAD** tab, from the **Mapping** pane, select the **CAD** tab. For more information, see [“Understanding the Mapping Pane” on page 433](#).



From the **CAD** tab, do any of the following:

- [“Showing or hiding icons on the map” on page 436](#)
- [“Locating a call or unit on the map” on page 437](#)
- [“Opening the Display Call Information screen” on page 437](#)
- Use the Follow feature. For more information, see the *Automatic Vehicle Location (AVL) Manual*.

Showing or hiding icons on the map

To show or hide the icons for calls, units, and devices, from the **CAD** tab, do any of the following:

- For calls, right-click the Calls group, and then select **Visible** (Ctrl+S), or from the toolbar, click the **Calls** button.

- For units, right-click the Units group, and then select **Visible** (Ctrl+U), or from the toolbar, click the **Units** button. To show or hide inactive units, click the **Inactive Units** button. The icons for inactive units are displayed with a gray X over the icon.
- To show or hide device icons, right click the AVL group, and then select **Visible** (Ctrl+A), or from the toolbar, click the **AVL** button. To show or hide inactive devices, click the **AVL Filter** button. Icons for inactive devices are displayed with a gray X over the icon. For more information, see the *Automatic Vehicle Location (AVL) Manual*.

Locating a call or unit on the map

To locate a call, unit, or device on the map, from the **CAD** tab, do one of the following:

- To locate a call, expand the Calls group, right-click the call to locate, and then select **Locate**.
- To locate a unit, expand the Units group, right-click the unit to locate, and then select **Locate**.
- To locate a device, expand the AVL group, right-click the device to locate, and then select **Locate**.

The selected call, unit, or device is identified by a flashing circle surrounding the icon at the current location.

Opening the Display Call Information screen

Call information can viewed from the map by opening the Display Call Information screen from the **CAD** tab.

To open the Display Call Information screen from the **CAD** tab:

1. Double-click or right-click the desired call, and then select **Open**.

The Display Call Information screen for the selected call opens.

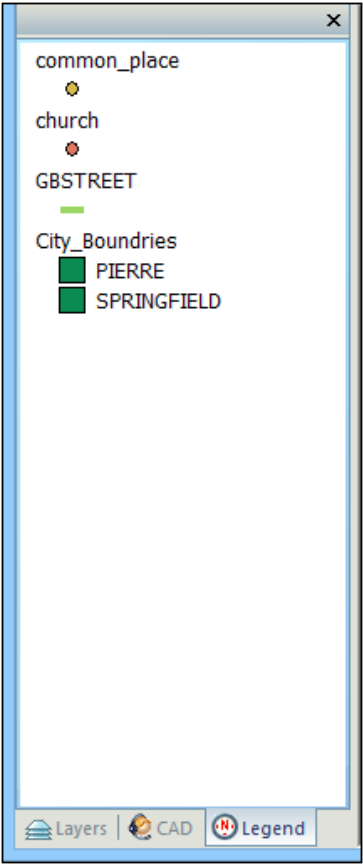
2. Review the call information.
3. To close the screen, click **Accept**.

Using the Legend tab

The **Legend** tab displays a key for the map layers that have latitude and longitude coordinates.

To add or remove a layer from the **Legend** tab, from the **Layers** tab, right-click the desired layer, and then select or clear the **Add to Legend** option.

To open the **Legend** tab, from the **Mapping** pane, select the **Legend** tab. For more information see [“Understanding the Mapping Pane” on page 433](#).



Configuring Map Layers

Map layers define features on the map, such as cities, zones, and streets. Layers can be added, removed, or hidden from the map.

To configure map layers, complete the following tasks:

- [“Setting the zoom factor for the map” on page 440](#)
- [“Adding a map layer” on page 441](#)
- [“Removing a map layer” on page 441](#)
- [“Defining map layer properties” on page 441](#)
- [“Defining properties for layer components” on page 444](#)

Setting the zoom factor for the map

The zoom factor determines which layers and labels are visible on the map at any one time. To see the current zoom factor, press Ctrl+Shift+Z. A message box opens and displays the current zoom factor.

Layers and labels can be assigned a minimum and maximum zoom factor. Layers and labels with a zoom factor of 1 are always visible. For more information on setting the zoom factor of a layer, see [“Setting the general properties for a layer” on page 441](#).

Use the following table to determine what each zoom factor displays.

Enter this zoom factor	To
1	Always display the layer or labels.
2	Display the layer or labels after the user zooms in <i>one</i> time.
4	Display the layer or labels after the user zooms in <i>two</i> times.
8	Display the layer or labels after the user zooms in <i>three</i> times.
16	Display the layer or labels after the user zooms in <i>four</i> times.
32	Display the layer or labels after the user zooms in <i>five</i> times.
64	Display the layer or labels after the user zooms in <i>six</i> times.

Adding a map layer

As many layers as desired can be added to your map. This section describes how to add shapefile and orthophotographic layers to your map.

To add a layer to the map:

1. From the **Layers** tab, right-click the configuration name, and then select **Add Layer**.

The Add Layers dialog box opens.

2. Navigate to the directory in which your map layers are stored.

For example, Program Files\Common Files\ESRI\Maps.

3. Select the layer to add, and then click **Open**.

The layer is added to your configuration.

4. Save the configuration. For more information, see [“Saving an existing configuration” on page 450](#).

NOTE

If an orthophotographic layer is being added, then from the Add Layers dialog box, in the drop-down list next to the **File name** field, select the type of orthophotograph to add, and then complete the steps to add the layer. For example, if your orthophotograph is a Tagged Image File Format file, then select **Tagged Image File Format (*.tiff, *.tif, *.tff)**.

Removing a map layer

To remove a layer, from the **Layers** tab, right-click the layer, and then select **Remove**. When all the desired layers are removed, save the configuration. For more information, see [“Saving an existing configuration” on page 450](#).

Defining map layer properties

To use a map configuration, define the properties for specific layers in the map.

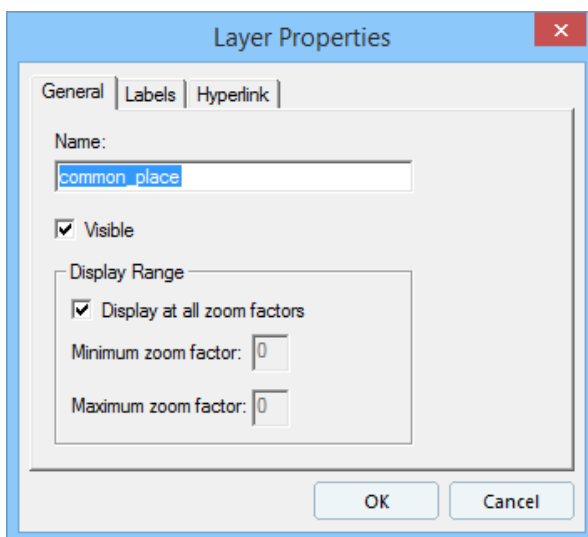
Setting the general properties for a layer

General properties set the name, visibility, and zoom factors for the layer.

To set the general properties for a layer:

1. From the **Layers** tab, right-click the layer, and then select **Properties**.

The Layer Properties dialog box opens.



2. If necessary, click the **General** tab.
3. If desired, in the **Name** field, change the name of the layer.
4. Select or clear the **Visible** check box to show or hide the layer.
5. In the **Display Range** area, do one of the following:
 - To use the established zoom factors, select the **Display at all zoom factors** check box.
 - To set your own zoom factors, clear the **Display at all zoom factors** check box. In the **Minimum zoom factor** and **Maximum zoom factor** fields, enter the minimum and maximum zoom factor values. For more information, see [“Setting the zoom factor for the map” on page 440](#).
6. Click **OK**.
7. Save the configuration. For more information, see [“Saving an existing configuration” on page 450](#).

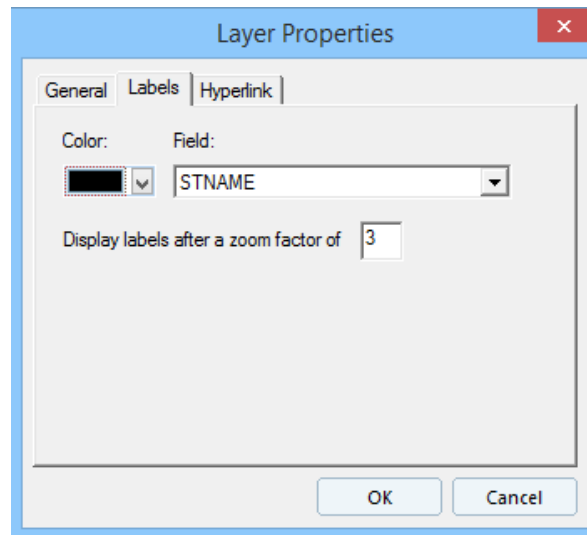
Setting the label properties for a layer

Label properties set the color and label names of the layer components in both the **Layers** tab and on the map. The zoom factor is also set.

To set the label properties for a layer:

1. From the **Layers** tab, right-click the layer, and then select **Properties**.

The Layer Properties dialog box opens.



2. Click the **Labels** tab.
3. In the **Color** field, select a color from the drop-down list, or click **Other** to customize a color.
4. In the **Field** field, select the field whose value should be used as the label from the drop-down list.

NOTE

If a value is entered in the **Field** field, then labels can be quickly viewed for the specified layer on the map. To display the label, rest the mouse pointer over a map element on the layer. The label disappears when the pointer is moved or any key is pressed.

5. In the **Display labels after a zoom factor of** field, enter the zoom factor at which the label is displayed. For more information, see [“Setting the zoom factor for the map” on page 440](#).
6. Click **OK**.
7. Save the configuration. For more information see [“Saving an existing configuration” on page 450](#).

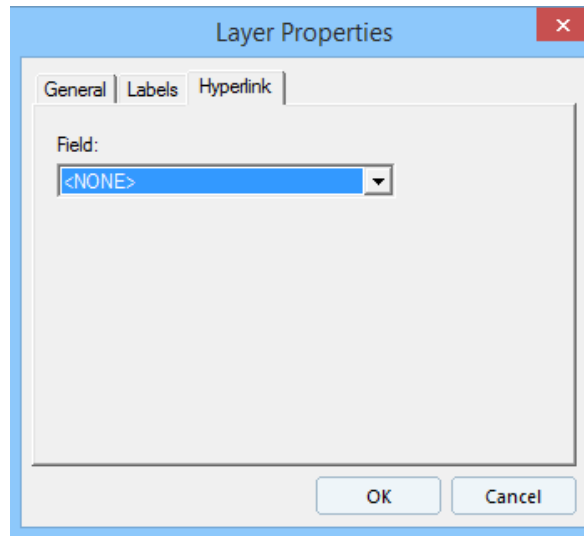
Setting hyperlink properties for a layer

Hyperlinks can be added to a point layer only. For more information on how hyperlinks are used with the map, see [“Viewing hyperlinks on the map” on page 429](#).

To set the hyperlink properties for a layer:

1. From the **Layers** tab, right-click the layer, and then select **Properties**.

The Properties dialog box opens.



2. Click the **Hyperlink** tab.
3. In the **Field** field, select the name of the field that contains the hyperlinks from the drop-down list.
4. Click **OK**.

In the CAD map, the **Hyperlink** button is enabled. When the **Hyperlink** button is clicked, a lightning bolt for each hyperlink appears on the map.

5. Save the configuration. For more information, see [“Saving an existing configuration” on page 450](#).

Defining properties for layer components

To define properties for specific layer components, complete the following tasks:

- [“Defining properties for polygons in a layer” on page 445](#)
- [“Defining properties for all lines in a layer” on page 446](#)
- [“Defining properties for all points in a layer” on page 446](#)

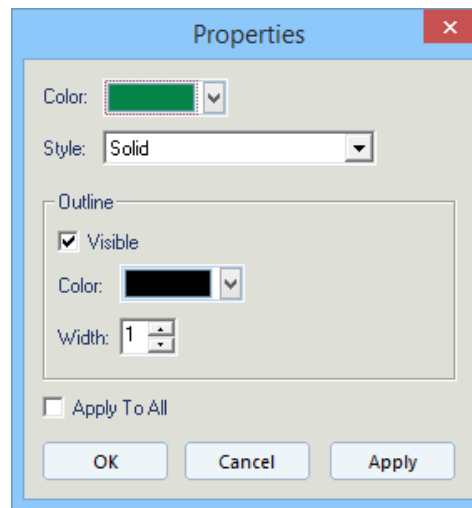
Defining properties for polygons in a layer

The properties for up to 50 polygons per layer can be defined. The properties can be applied to individual polygons, or to all polygons in the layer.

To define properties for a polygon:

1. From the **Layers** tab, click the plus sign (+) next to the layer that contains the polygon to define.
2. Right-click the polygon, and then select **Properties**.

The Properties dialog box opens.



3. In the **Color** field, select a color from the drop-down list, or click **Other** to customize a color.
4. In the **Style** field, select the pattern or style to use.

NOTE

If the **Transparent** style is used, then the background color of your map is used, and not the color specified in the **Color** field. If **Light Gray Fill**, **Gray Fill**, or **Dark Gray Fill** is specified, then the color selected in the **Color** field is formatted so that it can be seen through.

5. To display an outline around the polygon, in the **Outline** area, select the **Visible** check box, and then complete the following:
 - In the **Color** field, select the color for the outline.
 - In the **Width** field, select the width for the outline.
6. To define properties for all polygons in the layer, select the **Apply to All** check box.

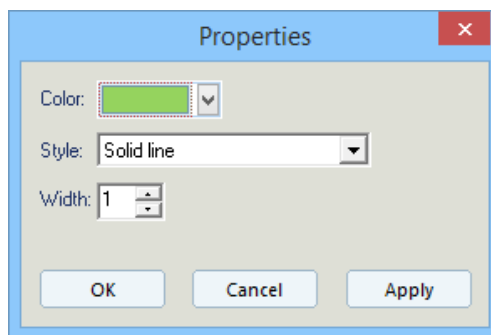
7. Click **OK**.
8. Save the configuration. For more information, see [“Saving an existing configuration” on page 450](#).

Defining properties for all lines in a layer

To define properties for all lines in a layer:

1. From the **Layers** tab, click the plus sign (+) next to the line layer to define.
2. Right-click the line icon, and then select **Properties**.

The Properties dialog box opens.



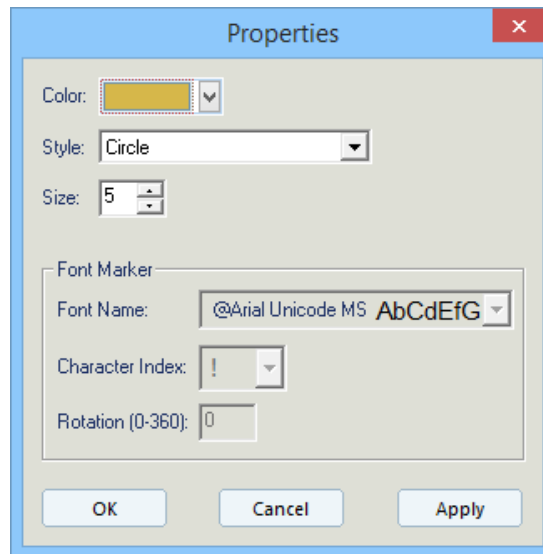
3. In the **Color** field, select a color from the drop-down list, or click **Other** to customize a color.
4. In the **Style** field, select a line style from the drop-down list.
5. In the **Width** field, select a line width from the drop-down list.
6. Click **OK**.
7. Save the configuration. For more information, see [“Saving an existing configuration” on page 450](#).

Defining properties for all points in a layer

To define properties for all points in a layer:

1. From the **Layers** tab, click the plus sign (+) next to the layer to define.
2. Right-click the point icon, and then select **Properties**.

The Properties dialog box opens.



3. In the **Color** field, select a color from the drop-down list, or click **Other** to customize a color.
4. In the **Style** field, select a point style from the drop-down list.
 - To use a font marker as a point icon, see [“Selecting a font marker for point icons” on page 447](#).
5. In the **Size** field, select the size for the point icon.
6. Click **OK**.

The point icons on your map are changed to the selected configuration.
7. Save the configuration. For more information, see [“Saving an existing configuration” on page 450](#)

Selecting a font marker for point icons

A font marker for a point icon can be selected.

To select a font marker:

1. From the **Layers** tab, click the plus sign (+) next to the layer to define.
2. Right-click the point icon, and then select **Properties**.

The Properties dialog box opens.
3. In the **Style** field, select **True Type**.

4. In the **Font Name** field, select the name of the font to use from the drop-down list.
5. In the **Character Index** field, select the font marker to use as the point symbol from the drop-down list.
6. To rotate the icon, in the **Rotation (0-360)** field, enter the number of degrees to rotate.
7. If necessary, in the **Size** field, change the font size.
8. Click **OK**.

The software changes the point icon on your map.

9. Save the configuration. For more information, see [“Saving an existing configuration” on page 450](#).

Setting Up Map Configurations

Create map configurations and save them for use at a later time.

To set up map configurations, do any of the following:

- “Setting street layer settings for a configuration” on page 449
- “Creating a user configuration” on page 450
- “Saving an existing configuration” on page 450
- “Deleting a configuration” on page 451

NOTE

User configurations are specific to the user ID that created them and cannot be accessed by other users within the agency.

Setting street layer settings for a configuration

Set the street layer settings so addresses on the map can be located.

To set the address settings for your street layer:

1. From the **Layers** tab, right-click the configuration name, and select **Street Layer Settings**.

The Street Layer Settings dialog box opens.

Street Layer Settings

To enable the software to locate an address on the map, you must relate the address fields in the street layer to the address fields in the software. In the Street Layer box, select the name of the street layer. Then, for each box in the Address Fields area, select the field that is the most similar to the box's label. The street layer might not have a field that corresponds to every box in the Address Fields area.

Street Layer: **GBSTREET**

+ Indicates a required field.

Address Fields

+ Street Name: **STREET** Street Type:

+ Left From Address: **FROMLEFT** Prefix Type:

+ Left To Address: **TOLEFT** Prefix Direction:

+ Right From Address: **FROMRIGHT** Suffix Direction:

+ Right To Address: **TORIGHT**

+ Left City Code: **CITYCD** Right City Code:

Required Match Score (0-100): **70**

Spelling Sensitivity (0-100): **70**

OK Cancel

2. In the **Street Layer** field, select the street line layer from the drop-down list. If more than one street line layer is on the map, then select the primary street line layer.
3. In the **Address Fields** area, match each field to its corresponding field from your Geographic Information System (GIS) software.
4. In the **Required Match Score (0-100)** field, enter the value of tolerance to allow for address matches. A value of 100 requires a perfect match for the software to recognize the street. A value of 50–70 is considered a good match. Anything less than 50 is considered a poor match.
5. Click **OK**.
6. Save the configuration. For more information, see [“Saving an existing configuration” on page 450](#).

Creating a user configuration

To create a new user configuration, an existing configuration must be modified and saved as a new configuration.

To create a new user configuration:

1. From the toolbar, in the **Configurations** field, select the configuration to use.
The selected map configuration is displayed.
2. Modify the configuration as desired.
3. In the **Layers** tab, right-click the configuration name, and then select **Save**.

The Save As dialog box opens.

4. Enter a name for the new configuration, and then click **OK**.

The user configuration file is created. In the **Configurations** field, user configurations are designated by a user icon.

Saving an existing configuration

Changes to an existing user configuration can be saved. The ability to save changes to an existing world configuration depends on the privileges established by your SAA.

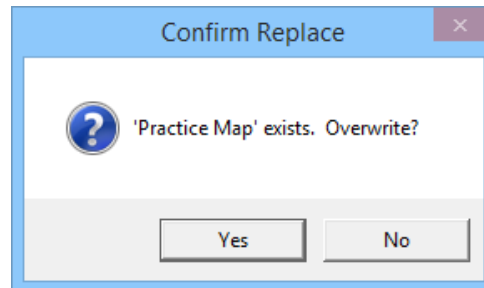
To save changes to an existing map configuration:

1. From the **Layers** tab, right-click the configuration name, and then select **Save**.

The Save As dialog box opens.

2. Click **OK** to save the configuration with the current name.

A prompt box opens for confirmation.



3. To save your changes and override the existing configuration, click **Yes**. Otherwise, click **No**.

Deleting a configuration

To delete a public configuration, Super User status must be enabled. Super User status is not required to delete user configurations.

To delete a configuration, from the **Layers** tab, right-click the configuration, and then select **Delete**. A confirmation dialog box opens to confirm that the configuration should be deleted. To delete the configuration, click **Yes**. Otherwise, click **No**.

Setting Up Map Settings

In the Configuration screen, use the **Map Settings** tab to do any of the following:

- “Centering new calls on the map” on page 452
- “Saving your current map view” on page 452
- “Using the Zoom to My Call feature” on page 453

Centering new calls on the map

The map can be configured to center on a call location as the call appears on the map.

To center the map on new calls as soon as they appear:

1. From the menu bar, select **File > Configure**.
The Configuration screen opens.
2. Click the **Map Settings** tab.
3. Select the **Auto Zoom to New Calls** check box.
4. Click **Save**.

Saving your current map view

The map position, zoom level, window location, and window size at the time the map is exited can be saved so that the saved view is displayed the next time the map is opened.

To save your map view:

1. From the menu bar, select **File > Configure**.
The Configuration screen opens.
2. Click the **Map Settings** tab.
3. Select the **Save Map View when Exiting Map** check box.
4. Click **Save**.

When the map is closed, the current view is saved and is displayed the next time the map is opened.

Using the Zoom to My Call feature

The map can be configured to zoom to your current active call, which is highlighted in the CAD Status screen.

To zoom to your current call:

1. From the menu bar, select **File > Configure**.

The Configuration screen opens.

2. Select the **Map Settings** tab.
3. Select the **Zoom to My Call** check box.
4. Click **Save**.

The map zooms to the call that is currently highlighted in the CAD Status screen.

Appendix A

Appendix A contains the following CAD command information:

- [“CAD Commands: Quick Reference” on page 456](#)
- [“CAD Commands: Complete Reference” on page 466](#)

You can use some commands to access modules other than CAD. These commands can function only if your agency has the corresponding modules, as indicated in the table.

If a command has more than one possible format, choose the format best suited to your needs.

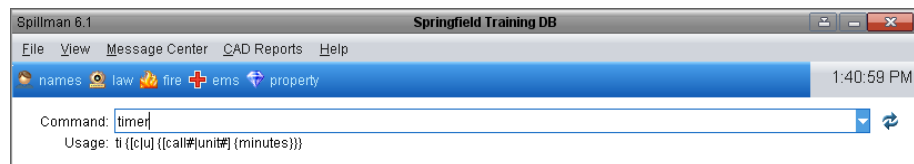
In the **Format** field, parameters enclosed in braces ({ }) are optional. Parameters without braces or enclosed in brackets ([]) are required. Do not type the braces, brackets, or other special markings when entering commands. Remember to press Enter after typing a command.

NOTE

If you are using Limited Access CAD (caddo), you cannot use any commands that change CAD data, such as call status, call nature, and radio logs.

To view the usage for a CAD command, you must enter the entire command. If you enter a command shortcut, such as **ti** for the CAD command **timer**, the software does not display the usage.

The following sample shows the usage for the CAD command **timer**.



For more information about entering a CAD command, see [“Entering CAD Commands” on page 44](#).

CAD Commands: Quick Reference

The following table contains a quick reference of the CAD commands. For a detailed explanation of each command, see “CAD Commands: Complete Reference” on page 466.

The following table lists the CAD commands and information related to each command.

Command	Other modules needed	Description	Format
AC		Add a new call.	AC {nature {address}} NOTE: When adding a nature composed of two or more words (for example, pi accident), enclose the nature in single or double quotation marks, as in the following sample: ac "pi accident" 100 s main.
ACC or ACCIDENT	Traffic Information	Go to the Accident table in the Traffic module and, optionally, to a specific record.	ACC {accident#}
AT		Add a call type for an active call.	AT call#type {nature {address}}
AST		Units to assist Dispatched Unit	[unit{,unit...}] ast [unit]{status} {comment}
CA or CALLS		Go to the Calls table (also called the CAD Call Taker's Screen) and, optionally, to a specific record.	CA {active-call#/ long-term-call-ID}
CB	Response Plans	Find a callback of a specified type (sh for shift, d for division, a for agency, or o for officer). You can use the <i>value</i> option to indicate a specific shift, division, agency, or officer by its code. If you omit the optional parameters, the screen prompts you for the information. Press Ctrl+E to select from a lookup list.	CB {callback-type {value}}
CC		Add comments to the highlighted or specified call without opening the Call record. You must know the call number to which the comments apply.	CC {active-call# {type}}
CCP		Add comments for pursuit.	CCP [call#{type}] {comment}

Command	Other modules needed	Description	Format
CCU		Add comments generated by a specific unit without opening the Call record for the call that the unit is working on. You must know the unit number for which you want to enter the comments.	CCU [unit#]
CCUP		Add comments for a unit in pursuit.	CCUP [unit#] {comment}
CI		View information on the highlighted or specified call.	CI {active-call#} {type}
CIT or CITATION	Traffic Information	Go to the Traffic Citation table and, option-ally, to a specific record.	CIT {citation#}
CIU		View call information for the highlighted or specified unit.	CIU {unit#}
CS		Change the station to which units are assigned. If you omit the optional parameters, CAD prompts you for the information. In the dialog box that appears, you can press Ctrl+E at the Station: prompt to select from a list.	CS {unit#} {,unit#...} {station}
CU	Response Plans	Go to the Covering Units table of the Response Plans module to see the units that are covering calls for other units.	CU
DC		Dispatch unit(s) to the specified or high-lighted call. To dispatch to the highlighted call, you can enter DC . or dc only.	DC DU {active-call#} {unit#{,unit#...} {status}}
DQ		Conduct a Driver's License query by name and (optionally) DOB. The software searches the State database (if your agency has the State Link module) and the Names table. If your agency has the State Link module, you can specify the person's sex.	DQ [requesting-unit#] [last,first {m}] {mmdyy} {sex} {st} {,comments}
DQA		Conduct a Driver's License query by name and (optionally) DOB, for <i>only</i> those persons whose names have flashing alerts associated with them. The software searches the State database (if your agency has the State Link module) and the Names table. If your agency has the State Link module, you can specify the person's sex.	DQA [requesting-unit#] [last,first {m}] {mmdyy} {sex} {st} {,comments}

Command	Other modules needed	Description	Format
DQL		Conduct a Driver's License query by license number. The software searches the State database (if your agency has the State Link module) and the Names table.	DQL [<i>requesting-unit#</i>] [<i>dlnumber</i>] { <i>st</i> } { <i>.comments</i> }
DR		Add responsibilities (zones) of other dispatcher(s) to your position, replace your responsibilities with those of other dispatcher(s), or reset your responsibilities to the default setting. Enter DR alone to reset responsibilities. Responsibilities also return to the default setting when your session is ended.	DR { <i>a/r</i> { <i>dispatch-position</i> { <i>dispatch-position...</i> }}}
DS		Place a shift on duty (by placing all units assigned to that shift on duty).	DS [<i>shift</i>] [<i>status-ten-code</i>]
DU		Dispatch unit(s) to the specified or highlighted call. To dispatch to the highlighted call, you can enter DU . or DU only.	DU DC { <i>active-call#</i> { <i>unit#</i> { <i>unit#...</i> } { <i>status</i> }}}
DW		Dispatch a wrecker from the specified rotation. If you specify the customer-request rotation, include the wrecker company the customer requested.	DW { <i>rotation-type-code</i> { <i>wrecker-company</i> }}
DWC	Law Records, Fire Records, EMS Records	Dispatch a wrecker and tie it to the incident.	DWC { <i>active-call#</i> { <i>rotation-type-code</i> { <i>wrecker-company</i> }}}
E9-1-1	E9-1-1 Interface	Add a call using E9-1-1 data.	E9-1-1
EM or EMS	EMS Records Management	Go to the EMS Incident table and, optionally, to the specified Incident record or the Incident record for the specified active call.	EM { <i>incident#</i> <i>active-call#</i> }
EQ or EQUIPMENT	Equipment Maintenance	Go to the Equipment table and, optionally, the specified item record.	EQ { <i>equipment#</i> }
EU		Exchange one unit for a different unit on an active call and enter the appropriate radio log entries.	EU [<i>old-unit#</i>] { <i>status</i> }, [<i>new-unit#</i>] { <i>status</i> } { <i>active-call#</i> [<i>type</i>]}
E or EXIT		Exit CAD.	E or EXIT

Command	Other modules needed	Description	Format
FI FIRE	Fire Records Mgmt.	Go to the Fire Incident table and, optionally, to the specified Incident record or the Incident record for the specified active call.	FI {incident# active-call#}
FR FRWATER	Fire Records Mgmt.	Go to the Water Sources table in the Fire Records module and, optionally, to a specific record.	FR {water-source-record#} or FRWATER {water-source-record#}
GI		View the agency's incident number for an active call.	GI {call# type {agency}}
GIU		View the incident for the call that the unit is assigned to.	GIU {unit# {agency}}
HE HELP		Display the CAD help screen or the help screen for the specified CAD command.	HE {CAD-command} HELP {CAD-command}
HM	Premises Information	Search the Hazardous Materials table.	HM
LA or LAW	Law Records Mgmt.	Go to the Law Incident table and, optionally, to the specified Incident record or the Incident record for the specified active call.	LA {incident# active-call#}
LI or LICENSE	Licenses and Permits	Go to the Licenses & Permits table and, optionally, to the specified record.	LI {permit#}
LO or LOGIN		Quickly and temporarily log in as a different dispatcher. Use the login command only under urgent circumstances. To log in under your own login name again, enter LO without a login name.	LOGIN {new-login-name} LO
LP	Response Plans	List applicable response plans for the specified or highlighted active call. Dispatch from response plans.	LP {active-call#}
LU		Locate a unit to dispatch to the specified or highlighted call. You can locate a unit by type, kind, agency, station, and/or zone.	LU {active-call#}
MAP	CAD Mapping Interface	Send the coordinates of a call you are adding or modifying to a file for display on a mapping product. Assign the map command to a CAD function key on the numeric keypad.	MAP
MAP CLOSE		Close the current map.	MAP CLOSE

Command	Other modules needed	Description	Format
MAP HIDE		Hide the current map.	MAP HIDE
MAP LAYERS		Hide the specific layer.	MAP LH [<i>layer name</i>]
MAP SHOW		Show the current map.	MAP SHOW
MAP ZOOM ENTIRE		Zoom to specified layer.	ZE { <i>layer</i> }
MAP ZOOM IN		Zoom in one level or distance.	MAP ZI { <i>distance unit</i> }
MAP ZOOM OUT		Zoom out one level or distance.	MAP ZO { <i>distance unit</i> }
MAP ZOOM TO CALL		Zoom to specific call.	MAP ZC CALLID
MAP ZOOM TO UNIT		Zoom to specific unit.	MAP ZU UNIT
MC		Modify the specified or highlighted active call. If you are only adding comments to the call, use the CC or CCU command instead of MC. If you have nested calls and have not finished adding the call you want to modify, enter status before you enter the MC command.	MC { <i>active-call#</i> }
MI	ProQA or ProQA for Windows Interface	Open ProQA during or after you add a call. Use u to update a pending ProQA session, o to reopen a ProQA session, or s to view the summary for a ProQA session.	MI {[<i>active-call#</i>] [i b s u o q d]}
MT		Modify the nature and/or address for one of an active call's call types.	MT { <i>call#type</i> }
N or NAMES		Search the Names table by name or by name number. If you search by last name and omit the first name, you must still use a comma after the last name.	N { <i>name#</i> <i>last</i> , { <i>first</i> { <i>m</i> { <i>dob</i> }}}}
OC		Go to the On-Call Status table to search for someone who has a particular specialty. If you omit the <i>specialty-code</i> , the software prompts you for it. Press CTRL+E to select the code from a lookup list.	OC { <i>specialty-code</i> }

Command	Other modules needed	Description	Format
OI		View current information about an officer (such as the assigned unit, agency, station, shift, status, and contact information). If you omit the officer's code or name, you can press CTRL+E in the detail window and select the name from the lookup list.	OI { <i>officer-code</i> <i>officer-name</i> }
OP		Change an officer's pager number.	OP { <i>officer-code</i> <i>officer-name</i> { <i>new-pager#</i> }}
OSC		Add an on-site call (a call that an officer radios in from the field). The OSC command updates the unit's status to ARRVD without you having to dispatch the unit.	OSC
PAGE		Send a page.	PAGE { <i>u</i> { <i>unit#</i> } <i>n</i> { <i>name</i> } <i>g</i> { <i>group ID</i> } { <i>message</i> }}
PRE or PREMISES	Premises Information	Go to the Premises table and, optionally, to the specified record.	PRE { <i>premises#</i> }
PRO or PROPERTY		Go to the Property table and, optionally, to the specified record.	PRO { <i>property#</i> }
RA or RADIOLOG		Go to the main Radio Log screen so that you can add or modify a radio log entry or conduct a complex search on radio log information.	RA
RC		Open the Demographic Summary screen.	RC { <i>unit#</i> }
REP or REPEAT		Perform multiple iterations for a single CAD command.	rep <i>cad_cmd</i> { <i>constant_args</i> } { <i>variable_args</i> { <i>variable_args...</i> }}
RES or RESOURCE		Go to the Resource table and, optionally, to the specified record.	RES { <i>resource#</i> }
RH		View the entire radio log history or the radio log history of the (a)gency, (c)all number, call (i)d, (s)tatus, or (z)one specified by <i>value</i> .	RH RH { <i>a c i s u z</i> [<i>value</i>]}

Command	Other modules needed	Description	Format
RI	Equipment Maint.	Find a specific resource item from the Equipment table, which stores resources available within your agency, and (optionally) from the Resource table, which stores resources available from rental companies and other sources. The Resource Information screen lists any matching items from the Equipment table. The Resource option on this screen lets you expand the search to the Resource table.	RI {resource} {zone}}
RL		Make a radio log entry for a unit. You must include RL the first time the unit is dispatched or if the unit number contains RL. You can use the radio log to change a unit's status. The radio log entry can hold 80 characters of comments.	{RL} {unit#{unit#...}} [status-ten-code] {comments}
RLO		Go to the Officer Radio Log table so that you can view radio log entries assigned to one officer.	RLO
RP	Response Plans	Display the first-level response plan for the specified or highlighted call. Include the type (1, e, f) in the call number if the call has more than one type (for example, 81 and 8f). Select the Units option to dispatch from response plans.	RP {active-call#} {alarm-level}}
RPM	Response Plans	Go to the Response Plans screen and, optionally, the specified record.	
RQ		Conduct a Vehicle registration query by license plate number. If your agency has the StateLink module, then the state and local databases are searched. If you agency does not have the StateLink module, then only the local database is searched. If your agency has the StateLink module, then depending on the requirements for your state and whether the license plate is from out of state, the state, license year, and license plate type might be required. Additional comments can be included, if desired.	RQ [requesting-unit#] [plate] {st} {year} {lptype} {comments}

Command	Other modules needed	Description	Format
RQV		Conduct a Vehicle registration query by VIN. If your agency has the StateLink module, then the state and local databases are searched. If you agency does not have the StateLink module, then only the local database is searched.	RQV [<i>requesting-unit#</i>] [<i>vin</i>] { <i>st</i> } { <i>.comments</i> }
RS		Enable/disable radio silence. If you omit on and off, CAD prompts you for the information.	RS { <i>on off</i> }
RU		Change a call's responsible unit, or make a unit responsible for a call before you dispatch the call.	RU [<i>active-call#</i>] [<i>new-responsible-unit#</i>]
RUN		Run a different program. This command performs the same function as pressing Ctrl+V.	RUN { <i>program-name</i> }
SI		View the special instructions for an active call or a situation defined by a key word (such as allergy or heart problem). If you omit the optional parameters, CAD prompts you for a call number or a key word. It might insert the nature of the most recently added call as the default response to the prompt.	SI { <i>call# key-word-or-special-instruction</i> }
SS		Search for an employee who has a particular skill.	SS { <i>skill-code</i> }
TC		Turn a traffic stop into an incident and create an active Call record.	TC { <i>unit#</i> }
TDA	TDD Interface	Append a TDD transcript to the Comments window of an active or inactive call. Requires the TDD Interface module for hearing-impaired persons.	TDA { <i>active-call# long-term-call-ID</i> }
TDD	TDD Interface	Activate CAD-TDD Interface.	TDD
TDV	TDD Interface	View TDD transcript.	TDV
TI or TIMER		Set or reset the timer for a (c)all or a (u)nit. If you omit the optional parameters, CAD prompts you for the information.	TI TI c { <i>active-call#</i> { <i>minutes</i> }} TI u { <i>unit#</i> { <i>minutes</i> }}

Command	Other modules needed	Description	Format
TS		<p>Add a traffic stop. Use the TS command to perform the following tasks:</p> <ul style="list-style-type: none"> Record traffic stop information reported by the on-site officer Update the unit's status Query for matching vehicles in the local database and (if your agency uses State Link) any external databases <p>Depending on how your SAA has set up the TS command, it might also create an active Call record for the traffic stop.</p> <p>If your agency has the State Link module, you have the option of including the vehicle's license plate type (<i>lptype</i>). Do not include <i>lptype</i> if your agency does not have State Link.</p>	TS [<i>requesting-unit#</i>] [<i>plate</i>] <i>{st {year {lptype}}}</i> <i>{.address}</i> <i>{.comment}</i>
UC		Update the status of the highlighted or specified call.	UC <i>{active-call# {status}}</i>
UF		Update unit function.	UF [<i>unit#</i>].][<i>unit function</i>]
UI		View information (such as agency, zone, station, and status) about the specified unit. If omitting the unit number in the Unit field, then press CRTL+E.	UI <i>{unit#}</i>
UL		Update the unit's last known location.	UL [<i>unit#</i>] [<i>address</i>]
ULP		Unit location for pursuit.	ULP [<i>unit#</i>] [<i>address</i>]
UO		<p>Go to the Update a Unit's Officers table. From there, you can change the officers assigned to the unit or use the Rem option to remove all officers assigned to that unit. If you omit the unit number, you can press CRTL+E at the Unit field of the displayed detail window.</p> <p>To determine whether your agency should use the UO command or the UV command, see "The UV command" on page 503.</p>	UO <i>{unit#}</i>
US		Update a shift by adding or removing officers' names from the list. You can use the Rem option to remove all officers from the shift. If you omit the shift, you can press CRTL+E at the Shift : prompt and select the shift from the displayed lookup list.	US <i>{shift}</i>

Command	Other modules needed	Description	Format
USA USAGE		Display the format of the specified CAD command. If you omit the CAD-command, the screen displays the format of the usage command.	USA {CAD-command} USAGE {CAD-command}
UU		Update the status of one unit or multiple units assigned to the same call.	UU {unit#{,unit#...} {status} {comments}}
UV	AVL, Mobile Mapping	Assign an officer who has come on duty to a vehicle that has a wireless modem with an integrated GPS installed. You can also use the UV command to remove an officer who is going off duty from such a vehicle. To determine whether your agency should use the UV command or the UO command, see “The UV command” on page 503 .	UV {unit {vehicle}}
UW		Update a wrecker. The UW command lists the status of all wrecker companies that are currently servicing wrecker calls so that you can highlight a company and update the wrecker’s status.	UW
UZ		Update a unit’s assigned zone.	UZ {unit#{new-zone}}
VE or VEHICLE		Go to the Vehicle table and, optionally, to the specified record.	VE {vehicle#}
VI or VIEW		View the entire Comments field for the highlighted or specified call.	VI {active-call#}
VIU		View call comments by unit number.	VIU [unit#]
WA or WANTS		Go to the Wanted Persons table and, optionally, to the specified record.	WA {want#}

Command	Other modules needed	Description	Format
WS	Fire Records Mgmt. and GeoValidation, Classic Geobase, or Sentryx Geobase	Find the water source(s) closest to the highlighted or specified call. The WS command requires the Fire Records Management module and GeoValidation module.	WS {active-call#{call-type}}
XA XB XD XF XM XN XP XPR XT	StateLink	See the StateLink documentation for instructions.	

CAD Commands: Complete Reference

This section lists the purpose and format of each CAD command. If a command is described elsewhere in this manual, this section contains a reference to the section that describes that command.

The AC command

Add a new call on the Add A New Call screen.

AC {nature {address}}

If you enter only **AC**, the Add A New Call screen appears with the cursor resting in the **Nature** field. Enter the nature of the call, and press Tab to move to the next field. (At many of the fields, including the **Nature** field, you can click the Lookup button (Ctrl+E) and select a value from a list of valid codes.) Enter the remaining information you have about the call. After you finish entering information, click **Accept** (Alt+A) to save the call. For detailed instructions, see [“Adding a New Call” on page 83](#).

AC command quick format

Quick Format: AC [nature] [address] {.comments}.

Ask your SAA how quick commands work at your agency before using the quick format. If your agency decides to use quick commands, your SAA can set up the command to work in one of the following ways:

- The quick format instructs the software to execute the command without opening the Add A New Call window. If you leave out any part of the required command or if you do not include the delimiter at the end, the software will open the Add A New Call window as usual.
- The quick format instructs the software to open the Add A New Call window. However, if you supply all the required parts of the command but do not include the delimiter at the end, the software will not open the Add A New Call window.

The ACC command

Go to the Accident table in the Traffic Information module (if your agency uses this module).

ACC {accident#}

From the Accident screen, you can search, add, or modify Accident records according to your security clearance. If you include the accident number in the command, the software displays the specified Accident record. Select the **Exit** option to return to CAD. See the *Traffic Information User's Guide* for further instructions.

The AT command

Add a call type for an active call.

AT call#type {nature {address}}

For detailed instructions, see [“Entering Multiple Natures and Addresses While Adding a Call” on page 107](#).

AT command quick format

Quick Format: AT [call#type] {nature} {address}.

Description: Add a call type for an active call.

Ask your SAA how quick commands work at your agency before using the quick format. If your agency decides to use quick commands, your SAA can set up the command to work in one of the following ways:

- The quick format instructs the software to execute the command without opening the Add a Call Type window. If you leave out any part of the required command or the delimiter at the end, the software will open the Add a Call Type window.
- The quick format instructs the software to open the Add a Call Type window. However, if you supply all the required parts of the command but do not include the delimiter at the end, the software will not open the Add a Call Type window.

The AST command

Assign a unit to assist a dispatched unit.

```
[assisting_unit#{,assisting_unit#...}] ast
[assisted_unit#] {status} [{.}comments]
```

For detailed instructions, see [“Assigning Units to Assist a Call” on page 187](#).

The CA command

Display the CAD Call Taker’s screen, which stores information on all CAD calls.

```
CA {active_call#|long-term-call-ID}
```

The options available are determined by your security privileges.

You can enter the CA command with or without a call number. If you enter a call number, the command takes you to the specific record. If you do not enter a call number, the command takes you to a blank call screen so that you can search for a record. When you find the desired Call record, you can view the radio log, reopen the closed call as a received call, or perform other functions according to your security privileges.

The CB command

Find personnel call-backs (if you have the Response Plans module).

```
CB {callback-type {value}}
```

The call-back feature lets you retrieve Call-Back records for an agency (a), a division (d), an officer (o), a shift (sh), or a station (st). The software displays the names of the officers currently on call for the specified officer or organizational unit.

Besides simply finding the officers to be called back, you can use a Call-Back record in a response plan.

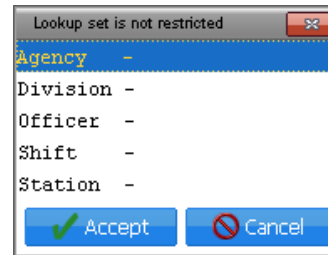
You can include the call-back type and value in the CB command, or you can provide this information when prompted as described here:

1. At the command line, type **CB** and press Enter. The following dialog box appears.

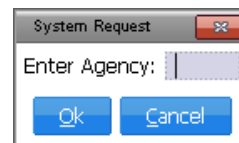


2. Enter a call-back type (Agency, Division, Officer, Shift, or Station).

You can press Ctrl+E to select the call-back type from a list. Then, click **Accept**.



A dialog box appears, similar to the following.



3. Enter the code for the appropriate agency, division, officer, shift, or station.

You can press Ctrl+E to select the specific value from a list.

4. The software finds the matching Call-Back record and displays the officers' names and each officer's number, unit, current status, pager number, and phone number.

The CC command

Add comments to the highlighted or specified active call without opening the Call Comments window.

CC {[call#{type}]|.|[comment]}

The CC command allows you to enter additional comments for a call without opening the complete Call record. The comments appear for all the call types that exist for a call number. For example, comments added for call 33e also appear for call 33f.

You can enter comments for the call that is currently highlighted by doing one of the following:

- For example, you might enter:
CC . Multiple injuries at the scene

- Enter the CC command. The software opens the Call Comments window.

If a call is not highlighted or you do not specify a call, the software displays the following prompt:

No call selected or entered

For detailed instructions about adding call comments, see [“Understanding Call Comments” on page 242.](#)

Call Comments for a Pursuit (CCP)

Add multiple comments to the highlighted or specified call without opening the Call Comments window.

CCP {[call#{type}|.]{comment}}

This command is very helpful in a pursuit situation. In addition, the comments appear for all call types associated with a call number. For example, comments added for call 33e also appear for call 33f.

If you are continuously updating a pursuit and enter the CCP command, the software updates the **Info** field and re-enters the command, with the exception of the comments, at the command line. You can then enter new comments without having to retype the first portion of the command.

For example, suppose you enter the following command:

ccp 4e Requesting backup

The software updates the **Info** field and enters the command and call number information at the command line:

ccp 4e

If you press Enter without adding another comment, the software clears the command.

The CCU command

Add call comments to an active call without opening the Call record.

CCU {[unit#|.]{comment}}

With this command, you need to know only the unit number for which you want to enter the comments. You do not need to know the call number to which the comments apply, as you do with the CC command.

The comments are added to all the call types that exist for the call on which the unit is currently working. For example, comments added for call 33e also appear for call 33f.

- Enter comments in the following format: `CCU . {comment}`
For example, you might enter: `CCU . Requesting backup`
- Enter the CCU command. The software opens the Call Comments window.
If a unit is not highlighted or you do not specify a unit, the software displays the following prompt:
`No unit selected or entered`

For detailed instructions about adding call comments for a unit, [see “Adding call comments for a unit” on page 244.](#)

Call Comments for a Unit in a Pursuit (CCUP)

Add multiple comments to the highlighted or specified unit without opening the Call Comments window.

`CCUP {[unit#|.]{comment}}`

This command is very helpful in a pursuit situation.

If you are continuously updating a pursuit and enter the CCUP command, the software updates the **Info** field and re-enters the command, with the exception of the comments, at the command line. You can then enter new comments without having to retype the first portion of the command.

For example, suppose you enter the following command:

`ccup 103 Vehicle problems`

The software updates the **Info** field and enters the command and call number information at the command line:

`ccup 103`

If you press Enter without adding another comment, the software clears the command.

The CI command

Display the Call Information window.

`CI {active-call# {type}}`

The CI command displays the Call Information window. This window lets you view read-only call information.

For detailed instructions about viewing call information, [see “Viewing Call Information” on page 136.](#)

The CIT command

Go to the Traffic Citation table (if your agency uses the Traffic Citation module).

CIT {citation#}

From the Traffic Citation screen you can search, add, or modify Citation records according to your security clearance. If you include a citation number in the command, the software displays the specified Traffic Citation record. Select the **Exit** option to return to CAD. Refer to the *Traffic Information User's Guide* for further instructions.

The CIU command

Display the Call Information for Unit window.

CIU {unit#}

The CIU command displays the Call Information for Unit window. This window lets you view call information by specifying a unit number assigned to the call. You cannot modify the information in the Call Information for Unit window.

1. Type CIU followed by the unit number, for example, **CIU 107**. Then, press Enter.
2. To view fields that have additional comments or are linked to full records, press Ctrl+O. The software numbers the viewable fields and displays the following prompt.



3. Type the number of the field to view, and click **OK**. Click the Lookup button (Ctrl+E) to view the contents of the field in the text editor.
4. Press Enter to close the text editor. Click **Accept** to exit the Call Information for Unit window.

The CS command

Assign a unit or units to a different station.

CS {unit#,unit#...} {station}}

The CS command changes the station of a unit to the station you specify. You can use this command in the following ways:

- If you enter the CS command without parameters, the software prompts you to enter the unit(s) and then the station. Press Ctrl+E in the **Station** field to display a list of valid stations.
- If you enter CS and the unit number, include the station. For example, enter **CS 2,3 Springfield**. If you omit the station, the software prompts you to enter both the unit and station.

For complete instructions, see [“Updating Unit Information” on page 269](#).

The CU command

Go to the Covering Unit table in the Response Plans module.

CU

The CU command applies only if your agency uses the Response Plans module.

For instructions about adding a Covering Unit record, see [“Adding a covering unit” on page 208](#).

The Covering Units table (*cdcover*) shows that one unit is covering for a different unit—either by moving to a different location or by covering calls from its assigned location for a specific length of time. You can view, modify, and add information in the Covering Units table according to your security privileges.

The covering unit relationship extends to only one unit. You cannot create a chain of covering relationships among several units.

To keep this table clear of expired records, the software purges the table of expired records any time a user accesses the table.

NOTE

If a unit is dispatched on a call while covering for a different unit, the software takes no action in the Covering Unit table. The software simply shows that the covering unit is no longer available. You must decide whether the covering relationship is more important than the covering unit's current call.

The DC or DU command

Dispatch a unit to a call.

```
DC|DU {[active-call#|.]} {1=[level]|
unit#,unit#...}{status}}
```

Use the DC or DU command to dispatch units to the highlighted call or to the call number you specify.

For detailed instructions, see [“Dispatching Units to Calls” on page 178](#).

DC or DU command quick format

Quick Format: DC|DU [active-call#] [unit#]
{,unit#...}{status}.

Ask your SAA how quick commands work at your agency before using the quick format. If your agency decides to use quick commands, your SAA can set up the command to work in one of the following ways:

- The quick format instructs the software to execute the command without opening the Dispatch Unit to a New Call window. If you leave out any part of the required command or the delimiter at the end, the software will open the Dispatch Unit to a New Call window.
- The quick format instructs the software to open the Dispatch Unit to a New Call window. However, if you supply all the required parts of the command but do not include the delimiter at the end, the software will not open the Dispatch Unit to a New Call window.

The DQ command

Perform a driver license query by name (and, optionally, by DOB).

DQ [requesting-unit#] [last,first {m}] {mmdyy}
{sex}{st}{.comments}

as in:

DQ 2T smith,john w 041652 m ut.traffic stop due to
swerving

The DQ command searches the Names table in the local database (and an external database if your agency uses the State Link module) for the specified name. Then, it makes an entry to the radio log of the officer(s) assigned to the requesting unit.

To narrow the search, you can enter the person’s birth date, sex, and the state that issued the person’s driver’s license. You can also enter comments. For detailed instructions, refer to [Chapter 9, “Performing Inquiries,” which begins on page 321](#).

NOTE

When you include the person’s birth date, you have the option of entering the year as four digits instead of two. Unlike the entry **020503**, which can refer to February 5 in either 1903 or 2003, the entry **02051903** leaves no room for confusion.

The DQA command

Perform a driver's license query by name (and, optionally, by DOB), selecting *only* those names that have alerts.

```
DQA [requesting-unit#] [last,first {m}] {mmddyy}
{sex} {st}{.comments}
```

The DQA command functions much like the DQ command, but it displays only those names that have alerts associated with them. It also makes a radio log entry for the requesting unit.

NOTE

When you include the person's birth date, you have the option of entering the year as four digits instead of two. Unlike the entry **020503**, which can refer to February 5 in either 1903 or 2003, the entry **02051903** leaves no room for confusion.

For detailed instructions, refer to [Chapter 9, "Performing Inquiries," which begins on page 321](#).

The DQL command

Perform a driver's license query by driver license number.

```
DQL [requesting-unit#][dlnumber] {st}{.comments}
```

Use the DQL command to search the local database (and an external database, if your agency uses State Link) for Name records matching the specified driver license number. The software automatically makes a radio log entry for the unit requesting the inquiry.

If you omit the state but you include comments, insert an asterisk (*) in place of the state, as in **DQL 7 72938472 *.traffic**. For detailed instructions, refer to [Chapter 9, "Performing Inquiries," which begins on page 321](#).

The DR command

Add or reset the zones or positions for which you are responsible.

```
DR {a|r} {dispatch-position {dispatch-position...}}
```

For complete instructions, see ["Changing Your Dispatcher Position or Zone" on page 220](#).

The DS command

Place a shift and its units on duty.

```
DS [shift] [status-ten-code]
```

You must include the shift and the ten-code for on duty, as in **DS graveyard 41**.

The DU command

See [“The DC or DU command” on page 473](#).

The DW command

Dispatch a wrecker or tow truck, using either a specific wrecker rotation type or a customer-requested wrecker company.

```
DW {rotation-type-code {wrecker-company}}
```

For detailed instructions, see [“Dispatching Without Tying the Wrecker to an Incident” on page 292](#).

The DWC command

Dispatch a wrecker or tow truck using either a specific wrecker rotation type or a customer requested wrecker, and tie the wrecker to an incident.

```
DWC {active-call# {rotation-type-code  
{wrecker-company}}}
```

For detailed instructions, see [“Dispatching a Wrecker to a Call” on page 289](#).

The E or EXIT command

Exit the CAD Status screen.

E

EXIT

To exit CAD, at the command line, enter **exit**, or enter **e**.

Depending on how your SAA sets up your software, a dialog box might open with the message:

Are you sure you want to exit CAD?

If the dialog box opens, click **Yes** or press Enter to exit CAD. To remain in CAD, click **No** or press Alt+N.

The E9-1-1 command

Include E9-1-1 data in a new call.

```
E9-1-1
```


The E9-1-1 command only applies if your agency has E9-1-1 capabilities. Enter **E9-1-1** at the command line. An Add A New Call screen with new E9-1-1 data appears. The software completes the **Address**, **Contact**, **Contact Phone**, and **How** received fields. When you use the AC command to add a new call, press Ctrl+E at the **Address** field to bring in the E9-1-1 data. This function is also available in the CAD Call Taker's screen. Select the **911** option to fill in the E9-1-1 information. For detailed instructions, [see "Including E9-1-1 information for a new call" on page 95.](#)

The EM command

Go to the EMS Incident table in the EMS Records Management module.

```
EM {incident#|active-call#}
```

The EM command applies only if your agency has the EMS Records Management module.

The EM command displays the EMS Incident table so that you can view, add, or modify records according to your security clearance. If you enter the active call number (as in **EM 5e**), the software displays the EMS incident related to the specified call. If you enter an EMS incident number (such as **EM 16**), the software displays the specified EMS Incident record.

The EQ command

Go to the Equipment table in the Equipment Maintenance module.

```
EQ {equipment#}
```

The EQ command applies only if your agency has the Equipment Maintenance module.

The EQ command displays the Equipment table so that you can view, add, or modify records according to your security clearance. If you include an item number in the command, the software displays the specified record.

The EU command

Exchange one unit for a different unit on an active call.

```
EU [old-unit#] {status}, [new-unit#] {status}  
{active-call#[type]}
```

When you exchange the units on a call, the software enters the appropriate radio log entries to record the exchange. If the old unit was the responsible unit on the call, the software assigns the new unit as the responsible unit on the call and updates the status of the call.

If the software allows you to assign a unit to multiple calls, you must specify the call number and call type when you enter the EU command so that the software knows which call you are exchanging units for.

For complete instructions, see [“Exchanging Units on a Call” on page 256](#).

The FI command

Go to the Fire Incident table in the Fire Records Management module.

FI {incident#|active-call#}

The FI command applies only if your agency has the Fire Records Management module.

The FI command displays the Fire Incident table so that you can view, add, or modify records according to your security clearance. If you include the active call# (as in **FI 5F**) in the command, the software displays the fire incident related to the specified call. If you include the fire incident number in the command, the software displays the specified Fire Incident record.

The FR command

Go to the Water Sources table in the Fire Records Management module.

FR {water-source-record#}

FRWATER {water-source-record#}

The FR command applies only if your agency has the Fire Records Management module.

The FR command displays the Water Sources table so that you can view, add, or modify records according to your security clearance. If you include a water source number in the command, the software displays the specified Water Source record.

The HE command

Display a help menu or specific instructions for the CAD command entered.

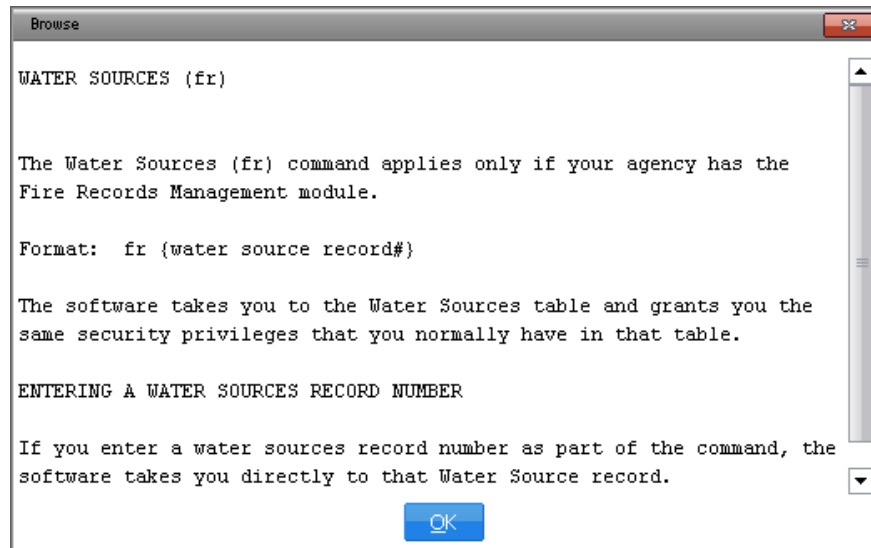
HE {CAD-command}

HELP {CAD-command}

All the online help options are explained in [“Using CAD Help” on page 78](#).

To access specific information about a command:

1. At the command line, type **help** and the CAD command (such as **HELP FR**). Then press Enter. A window opens, displaying information on the specified command.



2. To close the window, click **OK** or press Enter.

The HM command

Search the Hazardous Materials table in the Premises Information module.

HM

The HM command applies only if your agency uses the Premises Information module.

The HM command displays the Hazardous Materials table so that you can search, view, and print according to your security privileges. You cannot modify, add, or delete information in this table. You can also review recommended response information for the hazardous material. See the *Premises Information User's Guide* for further instructions.

The LA command

Go to the Law Incident table in the Law Records Management module.

LA {incident#|active-call#}

The LA command applies only if your agency has the Law Records Management module.

The LA command displays the Law Incident table so that you can view, add, or modify records according to your security clearance. If you include an Incident number in the command, the software displays the specified Law Incident record. If you include the active call ID (as in **LA 451**), the software displays the law incident related to the specified call.

NOTE

If you type a call number that is both an incident number and a call number, the software displays the incident associated with the call number. For example, if there is an active call #2 and an incident #2, the software displays the incident associated with call #2 instead of incident #2.

The LI command

Go to the Licenses & Permits table in the Licenses & Permits module.

LI {permit#}

The LI command applies only if your agency has the Licenses and Permits module.

The LI command displays the Licenses & Permits table so that you can view, add, or modify records according to your security clearance. If you enter **LI** and the permit number, the software displays the specified record. See the *License and Permits User's Guide* for further instructions.

The LO command

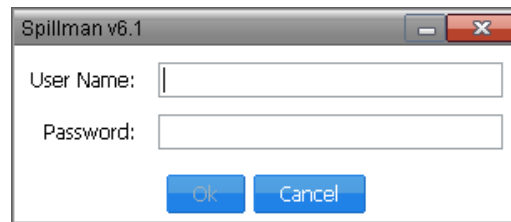
Quickly and temporarily log on a new dispatcher, such as at a change of shift or during busy times.

LO {new-login-name}

LO

The LO command quickly and temporarily logs on a new dispatcher without exiting the software. Only do this under urgent circumstances, such as during a busy shift change. Ask your SAA whether this command applies to your agency.

1. At the command line, type **LO** and the new user's login name or username. Then, press Enter. The following dialog box appears.



2. Enter the username and password and click **OK** or press Enter. The new user is temporarily logged on.
3. Use the LO command again to log back on under your own login name or username and have the other user log on under his or her own login as soon as possible.

The LO command works only at the application level. When you use this command, the software enters your name in the **Received By** field. The command does not work on the operating system level. For example, e-mail is received for the person actually logged on to the workstation through regular login, not the person logged on through the quick login.

NOTE

If a user uses the LO command to log on and then uses the RUN command to run a program, the login reverts to the original user, not to the user who logged on using the LO command. To run a new program, the person using the LO command must go back to the CAD Status screen.

The LP command

List response plans; dispatch units from response plans; view response plans information (such as recommended units, move units recommendations, personnel call-backs, mutual aid plans, and recommended water sources).

LP {active-call#}

A Response Plan defines the agencies and units that will respond to a Law, Fire or EMS call at a specified alarm level. Use the LP command when you wish to view **all** the plans available for a call (each of these plans is a “level”), showing the data present in each plan, or when you wish to dispatch resources from one or more plans. For detailed instructions, [see “Using the LP command” on page 200.](#)

The **Undispatched Calls** and **Dispatched Calls** windows contain a single-character field labeled **R** for Response Plans. (This field is adjacent to the **S** field that indicates the existence of special instructions.) A number in this field indicates the number of levels of response plans available for that call. If the number is 1 or greater, you can dispatch units to this call via response plans predefined by your agency. You can also view other preset recommended procedures for the call. Your agency has predefined responses for some calls, based on call criteria such as address and nature, exact address, response plan zone, response plan zone and nature, or just nature.

The LU command

Locate a unit to dispatch; list units. Displays a search window to find a unit based on unit type, unit kind, agency, station, or zone assigned.

LU {active-call#}

For complete instructions, see [“Locating a unit to dispatch” on page 182](#).

The MAP command

Send call coordinates to the CAD Mapping Interface. Use a function key to perform the map command.

The MAP command applies only if your agency has the CAD Mapping module. It sends call coordinates to a file for display on a mapping product. To use the command, follow these steps:

1. Assign the MAP command to a function key because you use this command from a Modify Call or Add A New Call screen. For detailed instructions, see [“Using the CAD Keypad” on page 353](#).
2. Enter the call information on the Add (or Modify) Call screen.
3. After you enter the address, the Address selection window opens and a list of matching addresses are displayed. Select the correct address, and then click **Select**.
4. Press the MAP command function key. Depending on your software setup, the map (with the location highlighted) appears either on a different PC or in a separate window on your screen.

The MC command

Modify information in an active call.

MC {active-call#}

This command modifies information in the Call record for an active call. For detailed instructions, see [“Creating Records for Multiple Agencies” on page 266](#).

MC command quick format

Quick Format: MC [active-call#] [nature] {address}.

Ask your SAA how quick commands work at your agency before using the quick format. If your agency decides to use quick commands, your SAA can set up the command to work in one of the following ways:

- The quick format instructs the software to execute the command without opening the Modify an Active Call window. If you leave out any part of the required command or if you do not include the delimiter at the end, the software will open the Modify an Active Call window as usual.
- The quick format instructs the software to open the Modify an Active Call window. However, if you supply all the required parts of the command but do not include the delimiter at the end, the software will not open the Modify an Active Call window.

The MT command

Modify the nature and/or address for one of the call types of an active call.

MT {call#type}

See [“Using the MT command to modify the nature and address for a call type” on page 252](#).

MT command quick format

Quick Format: MT [call#type] [nature] {address}.

Ask your SAA how quick commands work at your agency before using the quick format. If your agency decides to use quick commands, your SAA can set up the command to work in one of the following ways:

- The quick format instructs the software to execute the command without opening the Modify a Call Type window. If you leave out any part of the required command or if you do not include the delimiter at the end, the software will open the Modify a Call Type window as usual.
- The quick format instructs the software to execute the command and open the Modify a Call Type window. However, if you supply all the required parts of the command but do not include the delimiter at the end, the software will not open the Modify a Call Type window.

The NAMES command

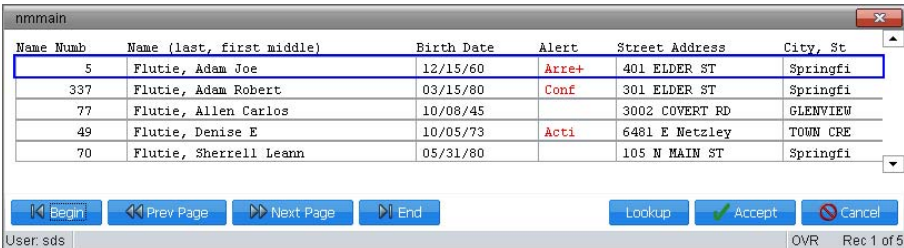
Search the Names table by name or by name number. The format for the command is:

```
N {name# | last,{first {m {dob}}}}
```

Even if you omit the first name, you must use a comma after the last name. For example, suppose that you want to search for a person whose last name is Flutie. At the command line, enter the following command:

```
N Flutie,
```

The list window opens, listing the Name records that match your search criteria. For each record, the software displays the person's name number, last name, first name, middle name, date of birth, any alerts, street address, city, and state.



Name Numb	Name (last, first middle)	Birth Date	Alert	Street Address	City, St
5	Flutie, Adam Joe	12/15/60	Arre+	401 ELDER ST	Springfi
337	Flutie, Adam Robert	03/15/80	Conf	301 ELDER ST	Springfi
77	Flutie, Allen Carlos	10/08/45		3002 COVERT RD	GLENVIEW
49	Flutie, Denise E	10/05/73	Acti	6481 E Metzley	TOWN CRE
70	Flutie, Sherrell Leann	05/31/80		105 N MAIN ST	Springfi

Buttons: Begin, Prev Page, Next Page, End, Lookup, Accept, Cancel

User: sds | OVR Rec 1 of 5

To view a Name record in the list, highlight the name and click the Lookup button (Ctrl+E) to open the Names screen.

You can narrow your search by including more of the person's name, as in the following example:

```
N Flutie, A*
```

To search for all persons named Adam Flutie, enter the following command:

```
N Flutie, Adam
```

If the person has a common name, you might further narrow your search by including the person's middle name and date of birth, as in the following example:

```
N Smith, John Doe 12/15/1960
```

Use the *mm/dd/yyyy* format when entering the date of birth.

In addition to searching by name, you can search by name number, as in the following example:

```
N 5
```


The OI command

Display information for a particular officer, including the officer's assigned unit, agency, station, status, shift, and contact information.

```
OI {officer-code|officer-name}
```

For detailed instructions about using the OI command, see [“Viewing Officer and Unit Information” on page 224](#).

The OP command

Change an officer's pager number.

```
OP {officer-code|officer-name {new-pager#}}
```

The OP command is used to change an officer's pager number without leaving the current screen. For example, by entering the command `OP 10 2456`, you can change officer 10's pager number to 2456.

For complete instructions, see [“Changing a pager number for an officer” on page 273](#).

The OSC command

Add a Call record for an on-site call.

```
OSC {unit{,unit...} {nature {address}. {plate {st}}  
. comment}}
```

When an officer in the field radios in a call, the OSC command lets you add an on-site call without accessing the Dispatch Units table. The command updates the status of the units involved, adds a radio log entry, queries your Vehicle table, queries external databases (if your agency uses State Link), and generates an active Call record, which appears on the CAD Status screen. For more information, see [“Adding On-Site Calls” on page 159](#).

OSC command quick format

Quick Format: `OSC [unit] {,unit...} [nature] [address].
{plate {st}} .comment}}`

Ask your SAA how quick commands work at your agency before using the quick format. If your agency decides to use quick commands, your SAA can set up the command to work in one of the following ways:

- The quick format instructs the software to execute the command without opening the Onsite Call Command window. If you leave out any part of the required command or if you do not include the delimiter at the end, the software will open the Onsite Call Command window as usual.

- The quick format instructs the software to open the Onsite Call Command window. However, if you supply all the required parts of the command but do not include the delimiter at the end, the software will not open the Onsite Call Command window.

The PRE command

Go to the Premises table in the Premises Information module.

PRE {premises#}

The PRE command applies only if your agency uses the Premises Information module.

The PRE command displays the Premises table so that you can view, add, or modify Premises records and access other Premises options according to your security clearance. If you are entering a Premises ID as part of the command, that Premises record appears. For more information, see the *Premises Information User's Guide*.

The PRO command

Go to the Property table.

PRO {property#}

The PRO command displays the Property table so that you can view, add, or modify Property records according to your security clearance. If you are entering a Property number as part of the command, that Property record appears. Refer to the *RMS User Manual* for additional information on the Property table.

The RA command

Go to the main Radio Log screen.

RA

The RA command displays the Main Radio Log screen so that you can add or modify a radio log entry (depending on your security privileges). You can also conduct more complex searches than what is possible through the Radio Log History screen. Use the following procedure to add a radio log entry:

1. Enter **RA** at the command line. The Main Radio Log screen appears.
2. To add an entry, select the **Add** option.
3. Enter the appropriate information. To save the record, click **Accept** (Alt+A).

The REF command

Refresh the screen.

REF

The software automatically refreshes and redraws the screen at regular intervals. The REF command redraws the screen before the next automatic refresh. You can also press Ctrl+L or Shift+F10 to refresh the screen.

The REPEAT (REP) command

Repeat the listed command(s)

```
rep cad_cmd
{constant_args}{|variable_args{|variable_args...}}
```

The Repeat (REP) command allows you to perform multiple iterations of a CAD command with a single entry. For example, you can enter one DQ command that contains all information for each occupant of a vehicle.

Suppose you want to perform a DQ query for Walter Johnson (DOB 09/07/1949, driver), Ruby Lee Smith (DOB 07/31/1959, passenger), and Edward Compton (DOB 08/08/1965, passenger), enter the command as follows:

```
rep dq f34 | johnson, walter 09071949 m.driver of vehicle | smith,
ruby lee 07311959 f.passenger | compton, edward 08081965 m.passenger
```

You can also use the REP command with itself to perform a series of commands without entering each command individually. For example, if you want to view the call information for call 31, then update the call status, and then view the call information again, enter one of the following:

```
repeat | ci 31 | uc 31 | ci 31
```

or

```
rep | ci 31 | uc 31 | ci 31
```

The RESOURCE command

Go to the Resource table.

```
RES {resource#}
```

Entering the RESOURCE command at the command line takes you to the Resource table, which stores information on equipment that is owned by other agencies or companies but is available to your agency upon request. You can view, add, or modify Resource records as needed, according to your security clearance. If you enter a resource number as part of the command, the software takes you directly to that Resource record. Refer to the *RMS User Manual* for additional information on the Resource table.

The RH command

Go to the Radio Log History window.

RH {a|c|i|s|u|z [value]}

The RH command displays the Radio Log window, which stores information on radio log entries with the most recent entry first. The entries include automatic entries from the Update Call, Update Unit, and Dispatch Units screens.

Enter **RH** without parameters to display the entire radio log history.

For complete instructions, see [“Viewing Radio Log History” on page 309](#).

The RI command

Search the Equipment table for an item, and if it is not found, search the Resource table.

RI {resource} {zone}}

If your agency has purchased the Equipment Maintenance module, you can maintain a list of department equipment in the Equipment table, which is accessible from CAD. The RI command attempts to find the needed resource within your agency by searching the Equipment table first. The Resource Information screen then gives you the option of searching the Resource table to find the equipment from an outside source. Select the **Resource** option to search the Resource table.

The RL command

Make a radio log entry for a unit or multiple units.

{RL} [unit#{,unit#...}] [status-ten-code] {comments}

You do not have to enter the RL part of this command unless you have a unit number that has “RL” (or any other CAD command) in it or the unit has never been placed on duty before. After you make a radio log entry, the CAD Status screen reflects the change in status and the unit’s timer is reset. Before you make an entry, make sure the radio log printer is on line and loaded with paper. If you include comments, CAD displays only 80 characters of the comments (approximately one line).

Enter the unit number(s) and the new status of the unit(s). For example, enter **1,2,3 offdt** to log units 1, 2, and 3 as ending their shift. Depending on how your SAA set up the software, the off-duty units might be removed from the Units status window.

If you use the RL command and a call argument (such as c=61) to update multiple units to CMPLT, include only those units that are assigned to the call specified by the argument. For example, if units 1 and 2 are assigned to call 61, you can enter either of the following:

```
1,2 CMPLT c=61
1,2,3,4 CMPLT
```

However, you cannot enter **1,2,3,4 CMPLT c=61** because units 3 and 4 are not assigned to call 61. If you do this, the screen displays an error message such as *Skipping unit(s) 3,4 -- not assigned to call 61.*

For more information, see [“Making Radio Log Entries” on page 303.](#)

The RLO command

Go to the Officer Radio Log table to view radio log entries assigned to one officer.

RLO

The RLO command displays the Officer Radio Log table so that you can view, add, or modify Officer Radio Log records according to your security clearance. Every time an officer is added to or removed from a unit, the software records the change in the Officer Radio Log. If your agency dispatches units instead of officers, the software attaches the Radio Log entries for each unit to the appropriate officers' Radio Logs.

The RP command

Display the first response plan level for a call. Dispatch from response plans.

```
RP {call#} {type} {alarm-level|1={alarm_level}}
```

For example, you can enter either of the following.

```
rp 8f 3
```

or

```
rp 8f 1=3
```

The RP command is valid only if your agency uses the Response Plans module.

The **Undispatched Calls** and **Dispatched Calls** windows contain a single-character field labeled **R** for Response Plans. (This field is adjacent to the **S** field that indicates the existence of special instructions.) A number in this field indicates the number of levels of response plans available for that call. If the number is 1 or greater, you can dispatch units to this call via response plans predefined by your agency. You can also view other preset

recommended procedures for the call. Your agency has predefined responses for some calls, based on call criteria such as address and nature, exact address, response plan zone, and call nature.

Use the RP command when you wish to view the full *first level response plan* available for a call (each plan applicable for a call is called a “level”), showing the data present for the plan and dispatching resources from that level at your discretion. For detailed instructions, see [“Using the RP command” on page 206](#).

The RPM command

Go to the Response Plans screen.

RPM {response-plan#}

The RPM command is valid only if your agency uses the Response Plans module.

The RPM command takes you to the Response Plan Entry screen, where you can view, add, or modify Response Plan records as needed, according to your security clearance. If you enter a Response Plan number as part of the command, the software takes you directly into that response plan.

Usually only one or two people in a department have add, modify, and delete privileges for the Response Plans table. Dispatchers usually use the screen for viewing only. If you have been given add, modify or delete privileges for Response Plans, ask your SAA for a copy of the *Response Plans User’s Guide*.

To view a response plan:

1. At the command line, type **RPM** and press Enter. The Response Plan Entry screen appears.

2. Select the **Srch** option and search for the correct response plan.

The screenshot shows the 'Response Plan Entry Screen' (rpmain) with the 'Response Plans' section active. The fields are as follows:

- Plan Number: 1
- Call Type: F
- Nature: Structure Fire
- Determinant:
- Street:
- Zone: FWW
- Map/Ref: A12
- Water Source: 1
- Valid Day: ☐ Start: : End: :
- Day: Start: : End: :
- Day: Start: : End: :
- Day: Start: : End: :
- Day: Start: : End: :
- Day: Start: : End: :
- Day: Start: : End: :
- Day: Start: : End: :
- Day: Start: : End: :

The Alarm Levels are set to 3. The status bar at the bottom shows 'User: sds' and 'Go forward in current settable'.

The plan appears on the screen.

3. Select the **Level** option to view alarm levels for this response plan.
The top portion of the Alarm Levels screen contains information from the cover screen.

The screenshot shows the 'Response Plan Entry Screen' (rplevel) with the 'Alarm Levels' section active. The fields are as follows:

- Plan Number: 1
- Nature: Structure Fire
- Determinant:
- Call Type: F
- Street:
- Zone: FWW
- Alarm Level: 1
- Recommend Units? ☒ Y
- Responding Units Record Number:
- Move Units Record Number:
- Personnel Call-back Record Number:
- Mutual Aid Record Numbers:
- Instructions: Any specific 1st alarm instructions go here

The status bar at the bottom shows 'User: sds' and 'Add a new detail record'.

The fields on the bottom portion of the Alarm Levels screen indicate the alarm level, whether this level requires the software to recommend units, and the record numbers of all responding officer, personnel call-back, move-up, or mutual aid records associated with this alarm level.

4. To view any of the Detail records, select the **View** option and enter the desired field number. This takes you to the complete record. Select the **Exit** option to return to the Alarm Levels screen.
5. Select the **Exit** option to return to the Response Plan Entry screen. Select the **Exit** option again to return to the CAD Status screen

The RQ command

Perform a vehicle registration query by license plate.

Agencies without StateLink: **RQ [requesting-unit#] [plate] {st} {year}{.comments}**

Agencies with StateLink: **RQ [requesting-unit#][plate] {st} {year} {lptype}{.comments}**

The RQ command searches the Vehicle table for a Vehicle record matching the license plate query. It also posts an entry to the radio log for the unit. If you do not have State Link, you can use the first format shown above. If your agency uses the State Link module, then depending on the requirements for your state and whether the license plate is from out of state, the license year and license plate type code as shown in the second format might be required.

Do not use spaces in the license plate. Use a question mark (?) if you know that a space exists. To leave out one of the optional parameters, such as the state, insert an asterisk (*) in place of that field. You can omit the asterisk if you do not enter any parameters after the last one entered, such as **RQ unit# plate {st}**. For more information, see [“Performing a vehicle registration query by license plate” on page 328](#).

The RQV command

Perform a vehicle registration query by VIN.

RQV [requesting-unit#] [vin] {st}{.comments}

The RQV command searches the Vehicle table at the command line for a Vehicle record matching the VIN query. It also posts an entry to the radio log for the unit. See [“Vehicle registration query by VIN” on page 329](#).

The RS command

Enable or disable radio silence.

RS {on|off}

The RS command displays **Radio Silence** in red next to the Minimize and Close buttons on the title bar to remind you that radio silence is in effect.

The RU command

Change a call's responsible unit.

```
RU {active-call# {new-responsible-unit#}}
```

The responsible unit is the unit listed in the **Unit** field in the **Dispatched Calls** window. Use the RU command to change the responsible unit for a dispatched call (for example, if the responsible unit must respond to a higher-priority call elsewhere).

NOTE

Dispatch and assign a new responsible unit to the call before removing the previous responsible unit from the call. Otherwise, clearing the original responsible unit clears the call.

You can also use the RU command to reopen calls and change the responsible officer, and in some situations, the agency. For additional information, see [“Changing the Responsible Unit” on page 258](#) and [“Assigning a Unit to Multiple Calls” on page 268](#).

The RUN command

Run a different program.

```
RUN {program-name}
```

The RUN command temporarily interrupts a program to run a different program. The command returns you to your original position in CAD when you exit the second program.

The SI command

Display special instructions.

```
SI {active-call#|key-word-of-special-instruction}
```

For certain call natures, your agency can define special instructions to tell you how to handle those calls. If you enter a call nature that has special instructions defined for it, a Y appears in the **S** field in the **Undispatched Calls** or **Dispatched Calls** window.

Special instructions include information such as questions to ask the caller and directions to give the caller. They appear in a window overlying the Status screen. For detailed instructions, see [“Using Special Instructions” on page 131](#).

The SS command

Search the Employee table to list all personnel who have a needed skill.

SS {skill-code}

For detailed instructions, see [“Performing a Skill Search” on page 228](#).

The TC command

Turn a traffic stop into an incident and create an active Call record.

TC {unit#}

Use the TC command only when the unit that you specify has made a traffic stop and the traffic stop does not have an active Call record. If you do not specify a unit, the software uses the unit that is highlighted in the Unit Status window.

After you enter the TC command at the command line, the Add A New Call screen appears and the software fills in any available information in the related Traffic Stop record. After you save the record, the software adds the Call record to the **Dispatched Calls** window and dispatches the unit with a status of ARRVD. For detailed instructions on using the TC command, refer to [Chapter 3, “Adding Traffic Stops and Other On-Site Calls,” which begins on page 143](#).

TC command quick format

Quick Format: TC {unit#}.

Ask your SAA how quick commands work at your agency before using the quick format. If your agency decides to use quick commands, your SAA can set up the command to work in one of the following ways:

- The quick format instructs the software to execute the command without opening the Add A New Call window. If you leave out any part of the required command or if you do not include the delimiter at the end, the software will open the Add A New Call window as usual.
- The quick format instructs the software to open the Add A New Call window. However, if you supply all the required parts of the command but do not include the delimiter at the end, the software will not open the Add A New Call window.

If the `cdzonreq` application parameter is enabled, you must enter the zone or use the default zone. If you do not enter the zone, the Add A New Call window opens so that you can enter the zone.

The TDA command

Append a TDD transcript to an active or inactive CAD Call record.

TDA {active-call#|long-term-call-ID}

If you have the Telecommunications Device for the Deaf (TDD) Interface module, you can append a TDD call transcript to an active or inactive CAD Call record. For active calls, type **TDA** with the active call number to append the TDD transcript to the Call Comments window of the active call. For inactive calls, type **TDA** with the call's Long-Term Call ID to write the transcript to the **CAD Information** field in the CAD Call Taker's screen.

The TDD command

Activate a TDD Interface to relay text directly to the hearing-impaired caller.

TDD

If you have the Telecommunications Device for the Deaf (TDD) Interface module, the TDD command activates the TDD-CAD Interface. Enter the command for incoming TDD (Telecommunications Device for the Deaf) calls, so the hearing-impaired caller immediately receives the text typed after the TDD prompt.

The TDV command

View a TDD transcript.

TDV

If you have the TDD Interface module, the TDV command displays a transcript of an active TDD call in a detail window at the bottom of the screen.

The TI command

Reset a call or unit timer.

TI

TI c {active-call# {minutes}}

TI u {unit# {minutes}}

Your SAA can define an expiration time for each call nature so that the software alerts you when the time expires. If the time expires and the status of a call or a unit (that has that nature) has not changed, the text in the **Time** field turns red and the call moves to the top of the list. If a timer goes off and you know that there is no cause for concern, you might reset the timer. You might also reset a timer so that it alerts you sooner than it normally would.

To reset a unit or call timer, use the appropriate format listed above. Be careful when omitting parameters. For example, you can enter **TI c 1e** but you cannot enter **TI c 5** with the 5 representing the minutes, because the software interprets 5 as the call number.

For complete instructions, see [“Resetting the Timer for a Unit or Call” on page 260.](#)

The TS command

Add a traffic stop.

```
TS [requesting-unit#] [plate] {st} {year} {lptype}
{.address} {.comments}
```

You must enter a period (.) before both the address and the comments. The period signals the beginning of the parameter. If you enter comments but not an address, include a period for the address as well as the period for the comments. For example, enter **TS s8 123fyg ..Speeding.**

The TS command performs the following tasks:

- Makes a radio log entry
- Adds the traffic stop information to the Traffic Stop table (cdtrstop)
- Updates the unit’s status
- Queries for matching vehicles in the local database and (if your agency uses the State Link module) any external databases

Depending on how your SAA configures the TS command, it might also create an active Call record. For detailed instructions on using the TS command, refer to [Chapter 3, “Adding Traffic Stops and Other On-Site Calls,” which begins on page 143.](#)

TS command quick format

Quick Format: `TS [requesting-unit#] [plate] {st} {year} {lptype}}}}{.address} {.comments}.`

To add multiple units, add a comma between each unit number. For example: **TS 101,103**, with no space after the comma. You must enter a period (.) before both the address and the comments. The period signals the beginning of the parameter. If you enter comments but not an address, include a period for the address as well as the period for the comments. For example, enter **TS s8 123fyg ..Speeding.**

If your agency has the State Link module, include the vehicle’s license year and license plate type (lptype). Do not include lptype if your agency does not have State Link.

Ask your SAA how quick commands work at your agency before using the quick format. If your agency decides to use quick commands, your SAA can set up the command to work in one of the following ways:

- The quick format instructs the software to execute the command without opening the Traffic Stop window. If you leave out any part of the required command or if you do not include the delimiter at the end, the software will open the Traffic Stop window as usual.
- The quick format instructs the software to open the Traffic Stop window. However, if you supply all the required parts of the command but do not include the delimiter at the end, the software will not open the Traffic Stop window.

However, if the Vehicle record is found in the database and is selected from the list, then the Traffic Stop window opens regardless of how your SAA configured the software.

If no record is found in the database, or if **Cancel** is clicked from the list of matches, then the Traffic Stop window does not open.

Traffic Stop with Address (TSA)

Add a traffic stop with address.

```
TSA {requesting-unit# {. {address}. {plate {st {year  
{lptype}}}} .comment}}
```

If you prefer to enter the address of the traffic stop immediately following the unit number—instead of following the license plate type—use the TSA (Traffic Stop Address) command, instead of the TS (Traffic Stop) command to add traffic stops.

When using the TSA command, remember the following:

- You must enter a period (.) before and after the address and before the comments.
- The period signals the beginning of the parameter.
- If you do not enter an address, include two periods to mark the place of the address parameter.
- The TSA command opens the Traffic Stop Address screen. (Depending on how your SAA sets up your software.)
- Entering the TSA command without parameters opens an empty Traffic Stop Address screen. (Depending on how your SAA sets up your software.)

- The Traffic Stop Address screen contains the same fields as the Traffic Stop screen, but the **Address** and **City** fields follow the **Unit** field instead of the **Lic Type** field.

TSA command quick format

Quick Format: TSA [requesting-unit#] .{address}. [plate] {st {year {lptype}}}} {.comment}}.

Description: Ask your SAA how quick commands work at your agency before using the quick format. If your agency decides to use quick commands, your SAA can set up the command to work in one of the following ways:

- The quick format instructs the software to execute the command without opening the Traffic Stop Address window. If you leave out any part of the required command or if you do not include the delimiter at the end, the software will open the Traffic Stop Address window as usual.
- The quick format instructs the software to open the Traffic Stop Address window. However, if you supply all the required parts of the command but do not include the delimiter at the end, the software will not open the Traffic Stop Address window.

However, if the vehicle is found in the local database and you accept one from the list, the Traffic Stop Address window opens regardless of how your SAA set up your software. If no record is found in the local database, or if you click **Cancel** when the list of matches appears, the software does not show the window.

The UC command

Update the status of an active call.

UC {active-call# {type} {status {.description}}}

The UC command displays the Update Call window for the highlighted or specified call. You can include the new status for the call in the UC command. For detailed instructions, see [“Updating Calls and Units” on page 233](#).

Your SAA can customize the UC command usage so that you can also update the Disposition (dispos), As Observed (observd), and/or Clearance (ccode) values for the incident.

To see which, if any, of these values you can include in the command, either ask your SAA or look at the command usage that appears when you enter **UC** (without parameters) at the command line.

The general usage for the customized UC command is:

UC {active-call# {type} {status {dispos {observd {ccode}}}} {.description}}

If the usage includes:	You can update:
dispos	the Disposition code (for example, CLO for Closed Case)
observd	the As Observed code (for example, ALAR for Alarm)
ccode	the Clearance code (for example, RTF for Report to Follow)

For example, if the usage displays:

UC {active-call# {type} {status {dispos {ccode}}}}
{.description}}

You might enter:

UC 5f CMPLT CLO RTF

CAUTION

The order in which you enter information in this command is critical for the functionality of the command and varies depending on how your SAA set up the software. Contact your SAA for the exact format to use when entering the command.

The UI command

Display information for a particular unit, including the unit's status, description, kind, type, agency, zone, and assigned officers.

UI {unit#}

For detailed instructions, see [“Viewing unit information” on page 224](#)

Update unit function (UF)

Update unit function in the Unit Status window.

UF [unit#|.][unit function]

When you use the UF (Update Function) command, the software displays the function in the **Function** column of the Unit Status window.

Unit Location (UL)

Update the **Location** field on the Unit Status screen. The UL command also creates an entry in the radio log.

```
UL [unit,unit,...] [location]
```

Unit Location for a Pursuit (ULP)

Update the **Location** field on the Unit Status screen. Do not use spaces between unit numbers.

```
ULP [unit,unit,...] [location]
```

If you are continuously updating a pursuit and enter the command, the software updates the **Location** field and re-enters the command, with the exception of the location, at the command line. You can then enter the new location without having to retype the first portion of the command.

For example, suppose you enter the following command:

```
ulp 101,M45,280,P24 EB on W 81st ST
```

The software updates the **Location** field and enters the command and unit information at the command line:

```
ulp 101, M45, 280, P24
```

If you press Enter without adding another location, the software clears the command.

The UO command

Update a unit's officers.

```
UO {unit#}
```

The UO command changes the officer assignments for a unit, accessing the **Officers Assigned** detail window on the Update a Unit's Officers screen. For detailed instructions, see [“Updating Officer Information” on page 271](#).

The US command

Update shift assignments.

```
US {shift}
```

If you enter the US command without specifying the shift, the software asks for the shift. The software then lists the units assigned to that shift. Add or delete units on the list, or select the **Rem** option to remove all units from the shift at once.

USA or USAGE command

Display the format of the specified CAD command. If you omit the CAD-command, the screen displays the format of the usage command.

```
USA {CAD-command}
USAGE {CAD-command}
```

The UU command

Update a unit's status.

```
UU {unit#{,unit#...} {status {.description}}}
```

For detailed instructions, see [“Updating Calls and Units” on page 233](#).

Your SAA can customize the UU command usage so that you can also update the Disposition (`dispos`), As Observed (`observd`), and/or Clearance (`ccode`) values for the incident.

To see which, if any, of these values you can include in the command, either ask your SAA or look at the command usage that appears when you enter **UU** (without parameters) at the command line.

The general usage for the customized UU command is:

```
UU {unit#{,unit#...} {status {dispos {observd {ccode}}}}
{.description}}
```

If the usage includes:	You can update:
dispos	the Disposition code (for example, CLO for Closed Case)
observd	the As Observed code (for example, ALAR for Alarm)
ccode	the Clearance code (for example, RTF for Report to Follow)

For example, if the usage displays:

```
UU {unit#{,unit#...} {status {dispos {ccode}}}}
{.description}}
```

You might enter:

UU 101 CMPLT CLO RTF

CAUTION

Do not use the UU command to update units on different calls. If you use the UU command to simultaneously update units assigned to different calls, the software assigns all the units to the first call. For example, if Unit 1 is en route to call 6I, Unit 2 is en route to call 7I, and Unit 3 is en route to 8I, and you update all three units to ARRVD status with the UU command, the software shows all three units as arrived to call 6I and shows no units assigned to calls 7I and 8I.

The order in which you enter information in this command is critical for the functionality of the command and varies depending on how your SAA set up the software. Contact your SAA for the exact format to use when entering the command.

The UV command

Assign an officer who has come on duty to a vehicle that has a wireless modem with an integrated GPS installed.

UV {unit {vehicle}}

Remove an officer who is going off duty from such a vehicle.

UV unit

NOTE

Use the UV (*Assign Unit to Vehicle*) command *only* if your agency's SAA entered officers' radio call numbers, instead of unit numbers, in the **Unit Number** field in your agency's Unit (cdunit) records. If your SAA did this, he or she also entered only one officer's name in the **Officers Assigned** detail field of each Unit record, thus assigning each unit to only one officer.

If your SAA entered unit numbers, instead of officers' radio call numbers, in cdunit, use the UO (*Update a Unit's Officers*) command, instead of the UV command, when you need to change an officer's unit assignment.

To assign an officer to a unit, enter the UV command with or without parameters:

- If you enter the UV command without specifying parameters, the software prompts you to enter the unit and then the vehicle. You can press Ctrl+E in the **Unit** and **Vehicle** fields to display a list of valid units and vehicles.
- If you enter **UV** and the unit number only, the software prompts you for the vehicle number. For example, you can enter **UV 101**, the software displays a dialog box.

Enter the vehicle number. The software confirms the assignment.

Click **OK** or press Enter.

- If you include both the unit number and vehicle number in the UV command (as in **UV 101 A1**), the software displays a message similar to the following.

Assigned unit 101 to vehicle A1.

Click **OK** or press Enter.

To remove an officer from a vehicle without assigning another officer to the vehicle:

1. Enter the UV command in the format **UV unit**. For example, to remove unit 101's officer from the vehicle, enter **UV 101**. A dialog box appears.

2. Delete the vehicle number that is in the field.
3. Click **OK** or press Enter. The software displays a message similar to the following:

Removed unit 101 from vehicle A1.
4. Click **OK** or press Enter.

The UW command

Update a wrecker's status.

UW

The Update Wrecker screen lists status information on all wreckers currently servicing calls. For detailed instructions, see [“Updating Wrecker Information” on page 295](#).

The UZ command

Update a unit's assigned zone.

UZ {unit# {new-zone}}

For complete instructions, see [“Changing the zone of a unit” on page 269](#).

The VE command

Go to the Vehicle table.

VE {vehicle#}

The VE command displays the Vehicle table so that you can view, add, or modify records according to your security clearance. If you include a Vehicle number in the VE command, the screen displays the specified Vehicle record. Refer to the *RMS User Manual* for more information about the Vehicle table.

The VI command

View the full value of a partially displayed field.

VI {active-call#}

Use the VI command in either of the following ways:

- With the desired call highlighted, enter the VI command at the command line to view dispatcher comments about the highlighted call.

- Enter the VI command. The software displays the comments.
If a call is not highlighted or you do not specify a call, the software displays the following prompt:
`No call selected or entered`

View Comments for a Unit (VIU)

View the entire **Comments** field for the highlighted or specified unit.

`VIU {unit#}`

If a unit is not highlighted or you do not specify a unit, the software displays the following prompt:

`No unit selected or entered`

Appendix B

Appendix B contains the following field reference information:

- “Fields on the Add Call and Call Taker Screens” on page 507
- “Fields on the Traffic Stop Screen” on page 512
- “Fields on the Racial Profiling Screen” on page 513
- “Fields on the Dispatch Unit Screen” on page 516
- “Fields on the Call History Screen” on page 518
- “Fields on the Response Plan Entry Screen” on page 519
- “Fields on the Dispatch Wrecker Screen” on page 521
- “Fields on the Update Call Status Screen” on page 522
- “Fields on the Update Unit Screen” on page 523
- “Fields on the Update a Units Officers Screen” on page 524
- “Fields on the Update Wrecker Screen” on page 525
- “Fields on the Wrecker History Screen” on page 526
- “Fields on the Main Radio Log Screen” on page 527
- “Fields on the Search Rloffcr Screen” on page 528
- “Fields on the Policy Violation Screen” on page 528

Fields on the Add Call and Call Taker Screens

This section describes the fields on the Add Call and Call Taker’s screens.

Field name	Description
Long-Term Call ID	This field, which appears only on the CAD Call Taker’s screen, displays the long-term call ID that the software assigns the call when you add it. After the call is closed, the software uses the long-term call ID in all references to the call.
Call/Active Call	The Call # field (labeled Active Call # on the CAD Call Taker’s screen) displays the call number that the software generates for the call when you save and add the call.

Field name	Description
Nature	Enter the code for the nature of the call. Click the Lookup button (Ctrl+E) for a list of valid codes. An entry in the Nature field triggers entries in the Type and Priority fields.
Type	<p>When you enter the call nature, the software automatically enters the call type code in the Type field. This field can contain one or more of the following codes:</p> <ul style="list-style-type: none"> • l for Law calls • e for EMS calls • f for Fire calls • a for Alarm calls • i for Information calls • m for Miscellaneous calls
Priority	The software enters the priority of the call, based on the call's nature. To change the priority, move the cursor to the Priority field and type over the default entry.
Address	Enter the street address where the incident occurred.
City	If the software does not automatically enter the code for the city where the incident took place, enter the code. Click the Lookup button (Ctrl+E) to select the code from a lookup list.
Zones	<p>Enter the zone for the call, if the software does not enter it automatically. As soon as you enter the zone, the call can appear on the CAD Status screens of all dispatchers assigned to cover that zone. After the call appears on the CAD Status screen, it can be dispatched at any time.</p> <p>Your SAA can set up the software to require that you enter zone information before you can save a Call record and dispatch the call. If the software is set up to require zone information, you must enter a zone for each call type. For example, if you add a call that has a Law and EMS call type, you must enter a zone in the Zones l and Zones e field.</p> <p>If you do not enter zone information, the following prompt appears when you attempt to save the Call record:</p> <p style="padding-left: 40px;">Zone field is required.</p> <p>Click OK or press Enter to remove the prompt and move the cursor to the empty Zones field. Enter the correct zone and save the Call record.</p>
Alarm Number	If you enter a in the Type field, the cursor moves down to the Alarm Number field. Enter the number of the alarm for the alarm type call. Press Ctrl+E for a list of alarm numbers.
Directions	The Directions field appears only if your agency maintains a geobase. It displays any special directions your agency has added regarding the address. Press Ctrl+E to view the full contents of the field.

Field name	Description
Complainant	Enter the number of the complainant's Name record. If you do not know the record number, press Ctrl+E at this field to go to the Names table and search for the correct record. After you find or add the desired Name record and that record appears on the screen, select Use from the Names table toolbar. The software returns to the Add A New Call screen and enters the complainant information.
Lst, Fst, Mid	These fields display the complainant's name from the Name record. You can also use these fields to search for or add the complainant's Name record.
Adr	The complainant's street address as recorded in the Name record.
DOB	The complainant's date of birth.
Cty	The complainant's city of residence.
ST	The state in which the complainant resides.
Zip	The complainant's zip code.
SSN	The complainant's Social Security number.
Tel	The complainant's home phone number.
Race	The complainant's race. This field appears only on the CAD Call Taker's screen.
Sex	The complainant's sex
Prev Calls	The Prev Calls field displays the number of calls (up to 25) reported by the complainant. If more than 25 previous calls exist, a plus sign (+) is displayed.
Wants	The Wants field displays the number of Wanted Persons records (up to 25) associated with the contact's Name record. This number encompasses records for inactive warrants as well as active warrants. If more than 25 Wanted Persons records are associated with the name, a plus sign (+) is displayed.
Adr	The Adr field appears only if your agency maintains a geobase. It displays the number of address alerts (up to 25) attached to the complainant's address. If more than 25 address alerts exist for the address, a plus sign (+) is displayed. Press Ctrl+E to view a list of the alerts.
Alrt	If your agency chooses to have the complainant box open on your screen, any applicable alert codes from the Names screen appear in the Alrt field. Following are examples of alert codes: guns on person (GUNP), burglary conviction (BURG), combat veteran (CVET), knife in vehicle (KNIV), frequent caller (FREQ), hazardous materials (HAZM).

Field name	Description
Contact	Enter the name of the contact if the contact is different from the complainant (for example, if the complainant is a business). (If the contact's name is the same as the complainant's name, leave this field blank.)
Tel	Enter the contact's telephone number, including the area code. (If the contact's telephone number is the same as the complainant's telephone number, leave this field blank.)
Address	Enter the contact's address if it is different from the complainant's address. The Address field is not validated against your agency's geobase, and you can enter the address in any format (up to 80 characters). (If the contact's address is the same as the complainant's address, leave this field blank.) If your agency uses the E9-1-1 interface, the software places the E9-1-1 address in the Address field of the contact person.
Info	Enter any additional information regarding this call. You can enter up to 80 characters in this field. Click Editor (Ctrl+E) to use the text editor.
Calls	The Calls field appears only if your agency maintains a geobase. It displays the number of previous calls (up to 25) associated with the contact's address. If more than 25 previous calls exist for the address, a plus sign (+) is displayed. To view a list of the calls, press Ctrl+E at this field. The calls are listed in order from newest to oldest. To see the full Call record for any call in the list, highlight the line for that call and press Ctrl+E.
Dupl	The Dupl field appears only if your agency maintains a geobase. It displays the number of calls (up to 25) from within a predefined distance of the current address. Press Ctrl+E at this field to view information about the calls. The Dupl field alerts you that the incident might have been reported already. For further information, see "Reviewing and merging duplicate calls with the GeoValidation module" on page 105 .
Names	The Names field appears only if your agency maintains a geobase. It displays the number of Name records (up to 25) associated with the address. If more than 25 names are associated with the address, a plus sign (+) is displayed. To view the list of associated names, press Ctrl+E. To look at an associated Name record, highlight the line for that name and press Ctrl+E.
w/Alrts	The w/Alrts field appears only if your agency maintains a geobase. It displays the number of names (up to 25) that have alerts associated with them, at the address. If more than 25 names with alerts exist for the address, a plus sign (+) appears. To view a list of the names, press Ctrl+E at the w/Alrts field. To look at a specific Name record, highlight the line of that record and press Ctrl+E.

Field name	Description
Wants	The Wants field appears only if your agency maintains a geobase. It displays the number of wanted persons (up to 25) at the address. This number encompasses records for inactive warrants as well as active warrants. If more than 25 wanted persons names are associated with the address, a plus sign (+) appears. To view a list of the wanted persons, press Ctrl+E at the Wants field. To view a specific Wants record, highlight the line of that record and press Ctrl+E.
Prem	The Prem field appears only if your agency maintains a geobase. If your agency has purchased the Premises Information module, the Prem field displays the number of Premises records (up to 25) associated with the current address. If more than 25 Premises records are associated with the address, a plus sign (+) appears. Press Ctrl+E to view a list of Premises records. Highlight the record you want to view, and press Ctrl+E again to view more information. For more information, see “Searching for Hazardous Materials” on page 229 .
Adr	The Adr field appears only if your agency maintains a geobase. It displays the number of address alerts (up to 25) attached to the contact’s address. If more than 25 address alerts exist for the address, a plus sign (+) appears. Press Ctrl+E to view the alerts.
How Rcvd	Enter the code for how this incident came to the agency. If you have the E-911 interface and your software is set to automatically insert this information, it enters the code for E-911 residence, E-911 business, or E-911 pay phone, according to the information in the transmission.
Rcvd by	The software automatically enters the name of the dispatcher who is logged onto the computer.
Occurred between	The software enters the current time/date as the beginning time/date of the incident, but you can type over this information if necessary.
Occurred...and	The software enters the current time/date as the ending time/date of the incident, but you can type over this information if necessary.

Field name	Description
When Rptd	The software enters the current time/date as the time/date the incident was reported, but you can type over this information if necessary.
Hld Until	Normally, new calls appear immediately on the CAD Status screen for dispatching. If you put a hold on a call, it does not appear until the time you specify in the Hld Until field. For example, if a call comes in at 9:00 a.m. requesting an escort service for 2:00 p.m., add the call but enter 13:30 and the current date in the Hld Until field. The call does not appear on the CAD Status screen until 1:30 that afternoon. However, the Call record is viewable from the CAD Call Taker's screen.

Fields on the Traffic Stop Screen

This section describes the fields on the Traffic Stop screen.

Field name	Description
Unit	The unit that reported the traffic stop. Click the Lookup button (Ctrl+E) to view a list of unit numbers.
License Plate Num	The license plate number of the stopped vehicle.
State	The state in which the stopped vehicle is registered. Click the Lookup button (Ctrl+E) to view a list of valid state codes.
License Year	The year the registration expires for the stopped vehicle. If your agency uses StateLink, then when an NLETS query is sent, the current year is added by default. Enter the license year if the registration does not expire in the current year.
License Type	The license type of the stopped vehicle.
Address	The street address where the traffic stop took place. If your agency maintains a geobase, then when you press Enter after entering the address at the Address field, the software might validate the address against the geobase. If it finds matching address(es), a window opens, displaying one line of information for each address found. If you select an address in the geobase, the software fills in the City field.
City	The city where the traffic stop took place. Click the Lookup button (Ctrl+E) to view a list of cities.

Field name	Description
Related Call	The record number of the related Call record. When you use either the TC command or TS command to create an active Call record the software automatically creates an involvement between the Traffic Stop record and the new Call record. (The method you use to create an active Call record depends on how your SAA sets up the software.) To view the involvement, select the Invl option.
Comments	Any comments relating to the traffic stop.

Fields on the Racial Profiling Screen

This section describes fields on the Racial Profiling screen.

Field name	Description
Profile	The Profile field contains the record's unique racial profile number. This number is automatically assigned when you add the record.
Related Traffic Stop	<p>The Related Traffic Stop field identifies the Traffic Stop record associated with the Racial Profiling record. The software enters this number automatically if it is set up to add Racial Profiling records from Traffic Stop records.</p> <p>To prevent the software from tying the Racial Profiling record to a Traffic Stop record, either do not enter the traffic stop number (if you are adding the Racial Profiling record manually) or erase the traffic stop number (if the software adds the Racial Profiling record automatically).</p> <p>To manually tie the Racial Profiling record to a Traffic Stop record:</p> <ol style="list-style-type: none"> 1 Click the Lookup button (Ctrl+E) at the Related Traffic Stop field. The software opens the Traffic Stop table. 2 Find or add the Traffic Stop record that you need. 3 Select Use to use that record. <p>The software enters the number of the Traffic Stop record.</p>
Race	In the Race field, enter the race of the person who was stopped (or involved with any type of law incident). You can click the Lookup button (Ctrl+E) and select from a list of race codes.
Gender	Enter the person's gender. You can click the Lookup button (Ctrl+E) and select from list of gender codes.
Age	Enter one of the predetermined age ranges for the person, such as 10-20. You can click the Lookup button (Ctrl+E) and select from a list of age codes.

Field name	Description
Ethnicity	Enter the person's ethnicity. You can click the Lookup button (Ctrl+E) and select from a list of ethnicity codes.
Stop Date/Time	Enter the time and date of the traffic stop or law incident, using the format <i>hh:mm:ss mm/dd/yyyy</i> . You can click the Time button (Ctrl+T) to enter the current time and date.
End Date/Time	The time and date at which the traffic stop ended, in the format <i>hh:mm:ss mm/dd/yyyy</i> . You can click the Time button (Ctrl+T) to enter the current time and date.
Contact	Enter the reason for the traffic stop, such as MOV for moving violation. You can click the Lookup button (Ctrl+E) and select from a list of contact codes. To enter more than one reason, you can click Detail (Ctrl+N) to open a detail window.
Action	Enter the code for the action taken by the officer or unit (for example, VS for vehicle search). You can click the Lookup button (Ctrl+E) and select from a list of action codes. To enter more than one action, you can click Detail (Ctrl+N) to open a detail window.
Outcome	Enter the outcome of the traffic stop or law incident. You can click the Lookup button (Ctrl+E) and select from a list of outcome codes. To enter more than one outcome, you can click Detail (Ctrl+N) to open a detail window.
Misc Code	<p>Enter any miscellaneous codes related to the traffic stop or incident. You can click the Lookup button (Ctrl+E) and select from a list of outcome codes. To enter more than one code, click Detail (Ctrl+N) to enter a detail window.</p> <p>Your SAA can define a code such as Related Law Incident to let you tie the Racial Profiling record to a Law Incident record.</p> <p>To tie the Racial Profiling record to a law incident:</p> <ol style="list-style-type: none"> 1 Open the Misc Code detail window. 2 Select the Add option. 3 In the Code field, select your agency's code for a related law incident. 4 In the Misc field, enter the Law Incident record number. 5 Exit the detail window.
Address	<p>Enter the street address where the traffic stop or law incident took place.</p> <p>If your agency maintains a geobase: When you move the cursor off the Address field, the software might validate the address against the geobase. If it finds matching address(es), a window opens, displaying one line of information for each address found. If you select an address in the geobase, the software fills in the City and Area fields.</p>

Field name	Description
City	Enter the name of the city where the traffic stop or incident occurred. You can click the Lookup button (Ctrl+E) and select from a list of cities.
Area	Enter the area or zone in which the incident occurred. You can click the Lookup button (Ctrl+E) and select from a list of areas or zones.
Officers	<p>Enter the codes of the officers generating the incident. You can click the Lookup button (Ctrl+E) and select from a list of officer codes. To enter more than one code, click Detail (Ctrl+N) to enter a detail window.</p> <p>The detail window lets you enter a code for the officer's role in the incident. For example, you might enter ASST if the officer assisted. Click the Lookup button (Ctrl+E) and select from a list of role codes. Your SAA can set up the software to enter a default value for the officer's role. Change the value as needed.</p>
Agency	The software fills in the agency for the specified officer. You can change the agency if necessary. Click the Lookup button (Ctrl+E), and select from a list of agency codes.
Division	The software fills in the division for the specified officer. You can change the division if necessary. Click the Lookup button (Ctrl+E), and select from a list of division codes.
Shift	Enter the shift that the officer making the traffic stop is working. You can click the Lookup button (Ctrl+E) and select from a list of shift codes.
Passengers/Group Members	Click Detail (Ctrl+N) to open a detail window. For a traffic stop, enter information about the occupants of the vehicle. For a law incident, enter information about the persons involved with a law incident. For each person, enter that person's "relationship" to the driver and the person's race, gender, age, and ethnicity.

Fields on the Dispatch Unit Screen

This section lists the fields that you can modify on the Dispatch Unit to a New Call screen, also known as the Dispatch Unit screen. For information about the other fields on the screen, including the geobase-related fields that can alert you to important information located elsewhere in the software, [see “Fields on the Add Call and Call Taker Screens” on page 507.](#)

Field name	Description
Call	The active call number of the call to be dispatched. Click the Lookup button (Ctrl+E) to view a list of active calls and select one from the list to dispatch.
Nature	The nature of call being dispatched. For example, theft.
City	The city of the call being dispatched.
Address	The address of the call being dispatched.
Zone	The zone of the call being dispatched.
Directions	Any special directions your agency has added regarding the address. Press Ctrl+E to view the full contents of the field. This field is populated only if your agency maintains a geobase and the address has been validated.
Assigned	The unit(s) assigned to the call.
Unit(s)	All units being dispatched to the call. Separate unit identifiers with a comma. Click the Lookup button (Ctrl+E) to view a list of valid unit codes. Or, press Ctrl+N to view a list of recommended units, if available.
Status	The new status of the units being dispatched, usually ENRT.
When	The time and date in which the dispatcher updated the call's status.
Complainant	The name of the person who called in. If complainant information was entered when the call was added, then the complainant's Name Number is populated
Alerts	If your agency chooses to have the Complainant area open on your screen, any applicable alert codes from the Names screen are displayed. For example, BURG (burglary conviction).
Wants	Displays the number of Wanted Persons records (up to 25) associated with the contact's Name record. This number encompasses records for inactive warrants as well as active warrants. If more than 25 Wanted Persons records are associated with the name, a plus sign (+) is displayed.

Field name	Description
Adr	The Adr field appears only if your agency maintains a geobase. It displays the number of address alerts (up to 25) attached to the complainant's address. If more than 25 address alerts exist for the address, a plus sign (+) is displayed. Press Ctrl+E to view a list of the alerts.
Contact	Enter the name of the contact if the contact is different from the complainant (for example, if the complainant is a business). (If the contact's name is the same as the complainant's name, leave this field blank.)
Tel	Enter the contact's telephone number, including the area code. (If the contact's telephone number is the same as the complainant's telephone number, leave this field blank.)
Address	Enter the contact's address if it is different from the complainant's address. The Address field is not geobased, and you can enter the address in any format (up to 80 characters). (If the contact's address is the same as the complainant's address, leave this field blank.) If your agency uses the E9-1-1 interface, the software places the E9-1-1 address in the Address field of the contact person.
Info	Enter any additional information regarding this call. You can enter up to 80 characters in this field. Click Editor (Ctrl+E) to use the text editor.
Calls	The Calls field displays the number of calls (up to 25) reported by the complainant. If more than 25 previous calls exist, a plus sign (+) is displayed.
Names	The Names field appears only if your agency maintains a geobase. It displays the number of Name records (up to 25) associated with the address. If more than 25 names are associated with the address, a plus sign (+) is displayed. To view the list of associated names, press Ctrl+E. To look at an associated Name record, highlight the line for that name and press Ctrl+E.
w/Alrts	The w/Alrts field appears only if your agency maintains a geobase. It displays the number of names (up to 25) that have alerts associated with them, at the address. If more than 25 names with alerts exist for the address, a plus sign (+) appears. To view a list of the names, press Ctrl+E at the w/Alrts field. To look at a specific Name record, highlight the line of that record and press Ctrl+E.

Field name	Description
Wants	The Wants field appears only if your agency maintains a geobase. It displays the number of wanted persons (up to 25) at the address. This number encompasses records for inactive warrants as well as active warrants. If more than 25 wanted persons names are associated with the address, a plus sign (+) appears. To view a list of the wanted persons, press Ctrl+E at the Wants field. To view a specific Wants record, highlight the line of that record and press Ctrl+E.
Prem	The Prem field appears only if your agency maintains a geobase. If your agency has purchased the Premises Information module, the Prem field displays the number of Premises records (up to 25) associated with the current address. If more than 25 Premises records are associated with the address, a plus sign (+) appears. Press Ctrl+E to view a list of Premises records. Highlight the record you want to view, and press Ctrl+E again to view more information. For more information, see “Searching for Hazardous Materials” on page 229 .
Adr	The Adr field appears only if your agency maintains a geobase. It displays the number of names (up to 25) that have alerts associated with them, at the address. If more than 25 names with alerts exist for the address, a plus sign (+) appears. To view a list of the names, press Ctrl+E at the Adr field. To look at a specific Name record, highlight the line of that record and press Ctrl+E.
Rcvd	The time and date the call was received.
Rcvd By	The name of the dispatcher who is logged onto the computer. This field is automatically populated.
Incident	The system-generated Incident Number.
How Rcvd	Enter the code for how this incident came to the agency. If your agency uses the E-911 interface and your software is set to automatically insert this information, then the code for the E-911 residence, E-911 business, or E-911 pay phone, is populated according to the information in the transmission.

Fields on the Call History Screen

This section lists the fields that you can modify on the Call History screen.

Field name	Description
Type	The active call type.
Opened	The time and date on which the call was opened (in <i>hh:mm:ss mm/dd/yyyy</i> format).

Field name	Description
Closed	The time and date on which the call was closed (in <i>hh:mm:ss mm/dd/yyyy</i> format).
Nature	The nature of the incident.
Responding Units	The units responding to the call. The responsible unit appears at the top of the list.
P	The priority of the call.
Respond-to address	The address to which the units responded.
City	The city where the incident occurred.
Zone	The zone where the incident occurred.
Agency	The agency responsible for working the call.
Dispos	The disposition of the law incident, if the call was a law call.
Obsrvd	The observed nature of the law incident, if the call was a law call.
Ccode	The clearance code of the law incident, if the call was a law call.

Fields on the Response Plan Entry Screen

This section describes the fields on the Response Plan Entry screen.

Field name	Description
Plan Number	The response plan number, unique to this record. The software automatically assigns a response plan number when you add a record.
Alarm Levels	
Nature	The nature of the incident for which this response plan is used.
Call Type	The call type for which this response plan is used.
Street	The street address for which this response plan is used.
City	The city for which this response plan is used. If your agency maintains a geobase and you enter a valid address, the software automatically enters the city.
Zone	The zone for which this response plan is used. If you enter a street address, the zone must be blank.
Map/Ref	The Map/Ref field is a detail field showing map reference numbers. Select the Map option to view a list of map references.

Field name	Description
Water Sources	<p>Water Sources is a detail field, coded to the Water Sources table in the Fire Records Management module. If your agency does not have the Fire Records Management module, you cannot enter water sources information for response plans.</p> <p>When you select the Watr option, a list of the water sources defined for this plan appears. For each water source, the screen displays the kind of water source, the location of the water source, its gallons per minute, and its status (for example, INSRV).</p>
Valid	<p>The Valid field displays the valid days/times for this plan. If no Valid day/time entries are available for the plan, the software considers the plan to be in effect 7 days per week, 24 hours per day.</p> <p>The fields in the Valid group of fields are Day, Start, and End. The days are indicated as follows, from 0–6:</p> <ul style="list-style-type: none"> 0 - Sunday 1 - Monday 2 - Tuesday 3 - Wednesday 4 - Thursday 5 - Friday 6 - Saturday
Move	<p>The software assists the agency in planning the deployment of units with this move up feature, as with covering units.</p> <p>The Move Units table identifies unit movement and covering actions to be taken when units are dispatched at an alarm level in a response plan. This includes moving units to covering locations, assigning units to cover for other units without changing locations, and any other instructions defined by the agency.</p> <p>You can use the Move Units table in conjunction with the Responding Units table, showing, for example, that when unit A is dispatched in a response plan, some specific covering action will occur for that unit.</p> <p>When you select the Move option, a list of move instructions for one or more units appears. The information includes the unit number and description, agency, contact number for the unit, and instructions. Select the View option here to view the full instructions for the highlighted entry.</p>
Call	<p>When you select the Call option, a window opens, listing officers to call back as resources, as defined for this response plan. The information includes each officer's number and name, current assigned unit, status, pager number, and telephone number. Press Enter to return to the plan option line.</p>

Field name	Description
Aid	When you select the Aid option, a window opens, listing the agencies to call for mutual aid in this plan. The information includes the agency, contact phone number, and instructions or comments. You can view full comments if more comments exist than can fit on the screen. Press Enter.
Inst	Selecting the Inst option displays a window of text instructions for this plan. Click Exit to exit this window.

Fields on the Dispatch Wrecker Screen

This section describes the fields on the Dispatch Wrecker screen.

Field name	Description
Rotation	Enter the wrecker rotation code. Click the Lookup button (Ctrl+E) to view a list of valid codes.
Wrecker	Enter the name of the wrecker company to use. Click the Lookup button (Ctrl+E) for a list of valid codes.
Call ID	Display-only. If you dispatch a wrecker and tie it to an incident (using the DWC command), the software enters the long-term call number.
Active Call	Display-only. If you dispatch a wrecker and tie it to an incident (using the DWC command), the software enters the call number of the active call.
Call Nature	Display-only. If you dispatch a wrecker and tie it to an incident (using the DWC command), the software enters the nature of the call for the incident.
Desc	You can type a description of the call in this field.
Addr	Type the street address to which you are dispatching the wrecker.
City	Enter the code of the city to which you are dispatching the wrecker. Click the Lookup button (Ctrl+E) to view a list of valid codes.
Lctn	Enter the location code to which the wrecker is being dispatched. Click the Lookup button (Ctrl+E) to view a list of valid codes.
Status	The Status field displays the code for the wrecker's status. The software automatically enters ENRT in this field when you enter the DW or DWC command. Click the Lookup button (Ctrl+E) to view a list of valid codes.

Field name	Description
Declared	The Declared field contains the time the wrecker went to its new status. The software enters the current time, but you can type over the time if necessary.
Officer	The Officer field displays the name of the officer dispatching the wrecker. The software automatically enters the name of the officer logged onto the PC.

Fields on the Update Call Status Screen

This section describes the fields on the Update Status Call screen.

Field name	Description
Unit(s)	Display only. All units that were dispatched to the call.
Call #	Display only. The call number of the call you are updating.
Nature	Display only. The nature of the incident of the call you are updating.
Current Status	Display only. The code for the current status of the call you are updating.
for	Display only. The amount of time, in minutes (m), hours (h), or days (d) that the call has been in the current status.
New Status	The New Status field contains the next logical status for the call. Press Tab or Enter to use this status. Click the Lookup button (Ctrl+E) to view a list of valid codes.
Time	The software automatically enters the current time as the time and date of the status change. Press Enter to accept this time, or enter the desired time.
Description	A description of the current status, for example, Arrived on Scene. You can enter additional comments.
Incident Number	If you tied this call to an incident when you dispatched the call, the software enters the incident number. You can also click the Lookup button (Ctrl+E) to search for an incident to which you want the call tied.
Disposition	The default incident disposition code is ACT (active), but you can modify it in this field.

Field name	Description
As Observed	If the offense has changed since the original entry, enter a new code. For example, if the original call was for an accident and the officer found that it was a DUI, enter the code for DUI in this field. The software automatically updates this code in the Incident records.
Clearance Code	Enter the code for the manner in which this incident was cleared. The Incident record copies this code. The Clearance Code field applies only to type 1 calls.

Fields on the Update Unit Screen

This section describes the fields on the Update Unit screen.

Field name	Description
Unit(s)	Enter the unit numbers of the unit(s) for which you want to update the call status.
Call #	Display only. The call number of the call to which the unit you are updating is assigned.
Nature	Display only. The nature of the incident of the call you are updating.
Current Status	Display only. The code for the current status of the call to which the unit you are updating is assigned.
for	Display only. The amount of time, in minutes (m), hours (h), or days (d) that the call has been in the current status.
New Status	The New Status field contains the next logical status for the call. Press Tab or Enter to use this status. Click the Lookup button (Ctrl+E) to view a list of valid codes.
Time	The software automatically enters the current time as the time and date of the status change. Press Enter to accept this time, or enter the desired time.
Description	A description of the current status, for example, Arrived on Scene. You can enter additional comments.
Incident Number	If you tied this call to an incident when you dispatched the call, the software enters the incident number. You can also click the Lookup button (Ctrl+E) to search for an incident to which you want the call tied.
Disposition	The default incident disposition code is ACT (active), but you can modify it in this field.

Field name	Description
As Observed	If the offense has changed since the original entry, enter a new code. For example, if the original call was for an accident and the officer found that it was a DUI, enter the code for DUI in this field. The software automatically updates this code in the Incident records.
Clearance Code	<p>Enter the code for the manner in which this incident was cleared. The software copies the code that you enter here to the Law Incident record. The Clearance Code field is applicable only for type 1 calls.</p> <p>If multiple units are assigned to a call, the software uses the clearance code for <i>any</i> unit, not necessarily the responsible unit. Suppose two units are assigned to the call and the responsible unit completes the call before a backup unit arrives. You update the status of the responsible unit and enter a clearance code of <i>Cleared, Investigator</i>. When you update the status of the backup unit, the clearance code that you enter replaces the first clearance code. If you want the clearance code of the responsible unit to appear in the Law Incident record, either update the status of the responsible unit <i>after</i> you update the status of all other units or enter the same clearance code for the backup unit as you did for the responsible unit.</p>

Fields on the Update a Units Officers Screen

This section describes the fields on the Update a Unit's Officers screen.

Field name	Description
Unit Number	The unit identification number.
Unit Type (l,f,e)	The type of unit, for example law, fire, or EMS. Click the Lookup button (Ctrl+E) to view a list of valid codes.
Unit Kind	The kind of unit, for example, animal control or ambulance. Click the Lookup button (Ctrl+E) to view a list of valid codes.
Display Flag	Indicates whether the unit should always be displayed on the CAD Status screen or displayed only when assigned. Enter 1 for always; enter 0 for only when assigned.
Required Persons	Enter the number of people required in the unit.
Agency	The code for the agency to which the unit belongs. Click the Lookup button (Ctrl+E) to view a list of valid codes.
Primary Zone	The zone to which the unit is assigned. Click the Lookup button (Ctrl+E) to view a list of valid codes.

Field name	Description
Contact Method	The method by which the unit can be contacted.
Station	The station to which the unit is assigned. Click the Lookup button (Ctrl+E) to view a list of valid codes.
Shift	The shift to which the unit is assigned. Click the Lookup button (Ctrl+E) to view a list of valid codes.
Officer	The officer name code for each officer who will be assigned to the unit. Click the Lookup button (Ctrl+E) to view a list of valid codes.
Stat	The officer's status. Click the Lookup button (Ctrl+E) to view a list of valid codes.
Comment	A short narrative comment regarding the officer being assigned to the unit.

Fields on the Update Wrecker Screen

This section describes the fields that you can update in the Update Wrecker screen.

Field name	Description
Rotation	The abbreviation indicating the rotation of which this wrecker company is a part.
Wrecker	An abbreviation indicating the name of this wrecker company.
#1, #2, #3, #4	Phone numbers for the contacts at the wrecker company.
Call ID	Display-only. If you dispatch a wrecker and tie it to an incident (using the DWC command), the software enters the long-term call number.
Active Call	Display-only. If you dispatch a wrecker and tie it to an incident (using the DWC command), the software enters the call number of the active call.
Call Nature	Display-only. If you dispatch a wrecker and tie it to an incident (using the DWC command), the software enters the nature of the call for the incident.
Desc	Any useful information about the wrecker, the company or the contact.
Addr	The address of the wrecker company.

Field name	Description
City	The city code of the city in which the wrecker company is located. If your agency maintains a geobase and you enter a valid address, the software enters the city code.
Lctn	The law, fire or EMS area where the wrecker company is located.
Status	The status of the wrecker at the time of this update.
Declared	The time and date that this wrecker update is made.
Officer	The name of the officer updating the wrecker status.

Fields on the Wrecker History Screen

This section describes the fields on the Wrecker History screen.

Field name	Description
Time/Date of entry	The software enters the time and date of each status change.
Rotation Code	The wrecker rotation code. Click the Lookup button (Ctrl+E) to view a list of valid codes.
Wrecker Code	The code for the wrecker company being dispatched. Click the Lookup button (Ctrl+E) to view a list of valid codes.
Call Description	The comments typed by the dispatcher in the Desc field in the Dispatch Wrecker screen.
Call Location	The location typed by the dispatcher in the Addr field in the Dispatch Wrecker screen.
City	The city code of the city where the wrecker was dispatched.
Location Code	The code typed by the dispatcher in the Lctn field in the Dispatch Wrecker screen. Click the Lookup button (Ctrl+E) to view a list of valid codes.
Logging Officer	The name code of the officer dispatching the wrecker or updating the wrecker's status. Click the Lookup button (Ctrl+E) to view a list of valid codes.
Ten Code	The status code entered by the dispatcher at the Status field in either the Dispatch Wrecker or Update Wrecker screen. Click the Lookup button (Ctrl+E) to view a list of valid codes.
CAD Call ID	If you dispatch the wrecker and tie it to an incident (using the DWC command), this field displays the long term call number.

Field name	Description
Natr	If you dispatch the wrecker and tie it to an incident (using the DWC command), this field displays the nature of the call for that incident.
Rptd	If you dispatch the wrecker and tie it to an incident (using the DWC command), this field displays the time and date the incident was reported.
Law, EMS, Fire	Displays the Law, EMS, or Fire incident number associated with the wrecker.

Fields on the Main Radio Log Screen

This section describes the fields on the Main Radio Log screen.

Field name	Description
Time/Date	The time and date the entry was made.
Sequence	If more than 80 characters were entered as a description, multiple records exist for the same radio log entry. For a group of these records, the number in this field indicates where the record appears in that group, for example, 2 for the second record created for that single radio log entry.
Logged by	The name of the dispatcher who entered the information.
Unit	The code number for the unit associated with this entry.
Agency	The unit's agency.
Ten Code	The ten-code associated with this entry.
Description	This field can include the Call Number, the Incident Number, the status, or a description of the radio log. If the description was entered in the Update Call screen, the Update Unit screen, or the Dispatch Units screen, or through the RL command, it is populated in this field.
Call ID	The call ID of the assigned call. The software automatically enters this information unless you are adding an entry.
Type	The type of call (l)aw, (f)ire, or (e)ms.
Natr	The nature of the incident. The software automatically enters this information according to the associated call.
Rptd	The time and date this incident was reported.
Incidents: Law, EMS, Fire	The record number of the associated incident: (l)aw, (e)ms, or (f)ire.

Field name	Description
Zone	The dispatch zone in which this incident occurred.
Shift	The shift during which this radio log entry was recorded.
Geobase Coordinates	If your agency uses geobase coordinates, the software automatically enters the coordinates of the location of the incident.

Fields on the Search Rloffer Screen

This section describes the fields on the Search Rloffer screen.

Field name	Description
Time/Date	The time and date of the radio log entry.
Dispatcher	The name of the dispatcher who entered the information.
Call ID	The call ID of the assigned call. The software automatically enters this information unless you are adding a call.
Zone	The dispatch zone in which this incident occurred.
Agency	The agency to which this unit is assigned.
Unit	The code number of the unit associated with this entry.
Status	The 10-code status of the unit associated with this entry.
Officer	The name of the officer assigned to the unit associated with this entry.
Status	The status of the officer assigned to this entry.
Comments	The reason for the entry. If the description was entered in the Update Call screen, the Update Unit screen, the Dispatch Units screen or, through the RL command, the software automatically copies it into this field.

Fields on the Policy Violation Screen

This section describes the fields on the Policy Violation screen.

Field name	Description
Violation Date	The date this policy violation occurred.
Violation Time	The time this policy violation occurred.

Field name	Description
Officer Name	The officer committing the policy violation.
Agency	The officer's agency.
Communications Officers	The officers associated with this entry.
Violation	A description of the policy violation(s).
Supervisor Notified	Indicate whether the supervisor has been notified.
Date Notified	The date the officer's supervisor was notified of the violation.
Comment	Comments regarding the policy violation.

Appendix C

Appendix C covers CAD reporting information.

The reports in this section are available from the CAD System Reports menu. You can also access a report quickly by entering its program name at the command line. For step-by-step instructions about running reports, refer to the *RMS User Manual*.

Agencies Involved Incident Summary

The Agencies Involved Incident Summary report (`rptotinc`) provides a total for agencies involved with the various incidents. Any incident that belongs to a responding officer's agency is included. All fields are optional. You can enter a different search type at the **Date** field by clicking **Type** (Ctrl+N). To view a list of valid codes for the other fields, click the Lookup button (Ctrl+E).

CAD Alarm Summary Report

The CAD Alarm Summary report (`rpcdalrm`) provides a summary of alarm information from the CAD alarm code table.

Enter either or both of the following parameters to customize the report:

- Nature
- City

Select from the following formats to organize the report:

- Format `rpcdalrm.r1` sorts the information by alarm description
- Format `rpcdalrm.r2` sorts the information by city

CAD Average Response Times Detail

The CAD Average Response Times Detail report (`rpcdavrpt`) provides the average response time for each nature, location, or priority of call. Depending on how your software is set up, this report might or might not include the time a call spent on hold. For this report to run, you must enter data in the **Date**, **Time Reported** field. Click **Type** (Ctrl+N) to select a search type other than

the default (equal to). You can enter additional information to customize the report. At the **Nature of Call** and **City** fields, you can click the Lookup button (Ctrl+E) to view a list of valid codes.

Select from the following formats to organize the reports:

- Format `rpcdavrp.r1` sorts the information by each incident's nature
- Format `rpcdavrp.r2` sorts the information by each incident's location
- Format `rpcdavrp.r3` sorts the information by each incident's priority

CAD Call Address History

The CAD Call Address History report (`rpdcachr`) lists incidents reported by location. For each incident, the report lists the date and time of the call, the call nature, address and city. Depending on how your software is set up, this report might or might not include the time a call spent on hold. All fields are optional. You can enter a different search type at the **Date** field by clicking **Type** (Ctrl+N).

Enter any or all of the following parameters to customize the report:

- Nature
- City
- Exclude Cancelled Calls

Select from the following formats to organize the report:

- Format `rpdcachr.r1` sorts the information by date reported
- Format `rpdcachr.r2` sorts the information by nature of incident
- Format `rpdcachr.r3` sorts the information by date and officer

CAD Call Average Response Times

The CAD Call Average Response Times report (`rpcdavar`) shows the average arrival times based on the nature, location, and priority of calls. Depending on how your software is set up, this report might or might not include the time a call spent on hold. For this report to run, you must enter data in the **Date, Time Reported** field. Click **Type** (Ctrl+N) to select a search type other than the default (equal to). You can enter additional information to customize the report.

Select from the following formats to organize the reports:

- Format `rpcdavar.r1` sorts the information by the nature of the incident
- Format `rpcdavar.r2` sorts the information by the location of the incident
- Format `rpcdavar.r3` sorts the information by the priority of the incident

CAD Call Distribution of Response Times

The CAD Call Distribution of Response Times report (`rpcdpcnt`) gives a percent distribution by time of CAD call arrival times. Depending on how your software is set up, this report might or might not include the time a call spent on hold. For this report to run, you must enter data in the **Date, Time Reported** field. Click **Type** (Ctrl+N) to select a search type other than the default (equal to). You can enter additional information to customize the report. At the **Nature of Call** and **City** fields, click the Lookup button (Ctrl+E) to view a list of valid codes.

Select from the following formats to organize the report:

- Format `rpcdpcnt.r1` sorts the information by all calls
- Format `rpcdpcnt.r2` sorts the information by location of calls
- Format `rpcdpcnt.r3` sorts the information by nature of calls
- Format `rpcdpcnt.r4` sorts the information by priority of calls

CAD Call Excessive Response Times

The CAD Call Excessive Response Times report (`rpcdexar`) shows calls exceeding a specified arrival time. For this report to run, you must enter data in the **Date, Time Reported** field. Depending on how your software is set up, this report might or might not include the time a call spent on hold. Click **Type** (Ctrl+N) to select a search type other than the default (equal to). You can enter additional information to customize the report. At the **Nature of Call** and **City** fields, click the Lookup button (Ctrl+E) to view a list of valid codes.

Select from the following formats to organize the report:

- Format `rpcdexar.r1` sorts the information by nature of incident
- Format `rpcdexar.r2` sorts the information by location of incident

CAD Call Narrative Search

The CAD Call Narrative Search report (`rpdcnsr`) lists the CAD calls for which the narrative contains the word pattern you specify. Depending on how your software is set up, this report might or might not include the time a call spent on hold. For all calls that contain the keyword you enter in the **Information** field, the report lists the incident number, date reported, nature of call, and address. All fields are optional.

Select from the following formats to organize the report:

- Format `rpdcnsr.r1` sorts the information by date
- Format `rpdcnsr.r2` sorts the information by date with law incident information
- Format `rpdcnsr.r3` sorts the information by date and nature
- Format `rpdcnsr.r4` sorts the information by date with agency
- Format `rpdcnsr.r5` sorts the information by date with totals for each nature

CAD Call Response Time Log

The CAD Call Response Time Log (`rpcdresp`) provides the response times to calls reported during the specified time period. Depending on how your software is set up, this report might or might not include the time a call spent on hold. You must enter data in the **Date, Time Reported** field for this report to run. Click **Type** (Ctrl+N) to select a search type other than the default (equal to). You can enter additional information to customize the report. At the **Nature of Call** and **City** fields, click the **Lookup** button (Ctrl+E) to view a list of valid codes.

Select from the following formats to organize the report:

- Format `rpcdresp.r1` sorts the information by nature
- Format `rpcdresp.r2` sorts the information by date reported
- Format `rpcdresp.r3` is a summary sheet only

CAD Call Response Times

The CAD Call Response Times report (`rpcdanal`) provides an analysis of average and total times for the response to calls reported during the specified time period. Depending on how your software is set up, this report might or

might not include the time a call spent on hold. For this report to run, you must enter data in the **Date Reported** field. Click **Type** (Ctrl+N) to select a search type other than the default (equal to).

Enter any or all of the following parameters to customize the report:

- Nature of Call
- City
- Type of Call
- Priority
- Unit
- Agency
- Zone

Select from the following formats to organize the report:

- Format `rpcdanal.r1` sorts the information by nature of incident
- Format `rpcdanal.r2` sorts the information by city
- Format `rpcdanal.r3` is a summary sheet only
- Format `rpcdanal.r4` sorts the information by priority
- Format `rpcdanal.r5` sorts the information by nature
- Format `rpcdanal.r6` totals the information by priority
- Format `rpcdanal.r7` totals the information by nature
- Format `rpcdanal.r8` sorts the information by priority-custom at scene/totals
- Format `rpcdanal.r9` sorts the information by nature-custom at scene/totals

CAD Call Times, by Location

The CAD Call Times, by Location report (`rpcdanlo`) provides an analysis of average and total times for the response to calls reported during the specified time period. Depending on how your software is set up, this report might or might not include the time a call spent on hold. The **Date** and **Type** fields are required. You can enter a different search option for the date by clicking **Type** (Ctrl+N) at the **Date** field.

Enter any or all of the following parameters to customize the report:

- Location
- Agency
- Nature

- City

CAD Calls by Day and Time

The CAD Calls by Day and Time report (`rpcdcdt`) provides statistical analysis of CAD calls based on day of the week and time of day reported for the time period you specify. Depending on how your software is set up, this report might or might not include the time a call spent on hold.

Enter any or all of the following parameters to customize the report:

- Nature
- City
- Agency

E9-1-1 Data Report

The E9-1-1 Data report (`rpcde911`) provides information on E-911 incident calls. Depending on how your software is set up, this report might or might not include the time a call spent on hold. You can enter a different search type at the **Date** field by clicking **Type** (Ctrl+N).

Enter any or all of the following parameters to customize the report:

- Nature
- How Rcvd
- Agency

Select from the following formats to organize the report:

- Format `rpcde911.r1` sorts the information by agency and nature
- Format `rpcde911.r2` sorts the information by agency and date
- Format `rpcde911.r3` sorts the information by how it was received and nature

Fastest CAD Call Response Times

The Fastest CAD Call Response Times report (`rpcdbest`) provides an analysis of average and total times for the response to calls reported during the specified time. Depending on how your software is set up, this report might or might not include the time a call spent on hold. For this report to run, you must enter data in the **Date, Time Reported** field. Click **Type** (Ctrl+N)

to select a search type other than the default (equal to). You can enter additional information to customize the report. At the **Nature of Call** and **City** fields, click the Lookup button (Ctrl+E) to view a list of valid codes.

Select from the following formats to organize the report:

- Format `rpcdbest.r1` sorts the information by nature
- Format `rpcdbest.r2` sorts the information by location
- Format `rpcdbest.r3` sorts the information by priority

How Calls Are Received

The How Calls Are Received report (`rpcdhwrc`) provides totals for how calls are received. You can specify a date, an area and the manner in which the call was received. The **Time, Date Reported** field is required, all others are optional. You can enter a different search type at the **Date** field by clicking **Type** (Ctrl+N).

Select from the following formats to organize the report:

- Format `rpcdhwrc.r1` sorts the information by area
- Format `rpcdhwrc.r2` sorts the information by how received

Interstate Patrol/Contract Policing

The Interstate Patrol/Contract Policing report (`rprlipcp`) calculates the elapsed time totals between two time codes for each unit. For the report to run, two ten codes must be entered at the fields provided. Other fields are optional. You can enter a different search type at the **Date** field by clicking **Type** (Ctrl+N). To view a list of valid codes for any other field, click the Lookup button (Ctrl+E).

Officer Radio Log Summary

The Officer Radio Log Summary report (`rprlorsm`) provides a summary of entries to the officer radio log. Each report lists the radio log date and time, officer status, unit number, unit status, zone, call, and comments. To view a list of valid codes for any field, click the Lookup button (Ctrl+E). This report is organized by date and time of log.

Officer Status Change Totals

The Officer Status Change Totals report (`rprlost`) provides a summary of officer status change totals.

Select from the following formats to organize the report:

- Format `rprlost.r1` sorts the information by officer
- Format `rprlost.r2` sorts the information by status

Resources Summary Report

The Resources Summary Report (`rpcdreso`) provides a list of all resources from the Resource table that fit certain criteria you specify. You can limit the report by specifying any or all of the following: item name, contact name (company or business that has the item), and zone. To select the item name and zone, click the Lookup button (Ctrl+E).

Scheduled Event reports

The following table lists the CAD Scheduled Event reports that are accessed from the Reports screen. These reports can help assist command staff in planning schedules, and can assist officers in planning their shifts.

A report of calls created from a specific scheduled event is also available from the CAD Scheduled Events screen. For more information, see [“Printing the Event Detail report” on page 123](#).

Report	Description
rpcdevnt	Scheduled Calls by Zone
	Shows the calls that will be created from scheduled events for a specified date range. In the Reporting Period area, enter the from and to dates for the report. The report can be refined by Agency, Zone, and Nature. If no filters are selected, then all scheduled events within the specified date range are included.
rpcdevqr	Scheduled Calls by Zone, Quick
	Shows the calls that will be created from scheduled events in the future for a selected date range. In the Reporting Period area, select the date range for the report. The report can be refined by Agency, Zone, and Nature. If no filters are selected, then all scheduled events within the specified date range are included.

To open the Reports screen for a CAD report, do one of the following:

- In CAD, from the menu bar, select **CAD Reports**, and then select the report to run.
- At the command line, enter the report name.

Total CAD Calls Received

The Total CAD Calls Received report (`rpcdtccr`) provides a list of the total number of calls by nature of call during the specified time period. The **Date** field is required, all others are optional. You can enter a different search type at the **Date** field by clicking **Type** (Ctrl+N).

Enter any or all of the following parameters to customize the report:

- Nature
- City
- Agency

Unit Radio Log Incident Report

The Radio Log Incident Report (`rprlinc`) provides a list of either inchecks (all 10-24's for the past 10 hours) or newsouts (all 10-17's for the past 24 hours). You must enter either a **1** for inchecks or a **2** for newsouts at the field provided in order for this report to run.

Unit Radio Log Statistics

The Radio Log Statistics report (`rprlr1sr`) lists the number of calls per unit, agency, zone, call code, date and time. The **Date, Time** field is required and you can select a different search type by clicking **Type** (Ctrl+N).

Select from the following formats to organize the report:

- Format `rprlr1sr.r1` sorts the information by unit
- Format `rprlr1sr.r2` sorts the information by agency
- Format `rprlr1sr.r3` sorts the information by zone
- Format `rprlr1sr.r4` sorts the information by call code
- Format `rprlr1sr.r5` sorts the information by date and time
- Format `rprlr1sr.r6` sorts the information by agency and call code

Unit Radio Log Summary

The Radio Log Summary report (`rprlrslsu`) provides a summary of radio log entries for the time period you specify. For each radio log entry, the report lists the time/date, unit, zone, call ID, and status description. The **Date, Time** field is required and you can select a different search type by clicking **Type** (Ctrl+N). To view a list of valid codes for any other field, click the Lookup button (Ctrl+E).

Select from the following formats to organize the report:

- Format `rprlrslsu.r1` sorts the information by day and time
- Format `rprlrslsu.r2` sorts the information by unit
- Format `rprlrslsu.r3` sorts the information by agency
- Format `rprlrslsu.r4` sorts the information by zone and detail
- Format `rprlrslsu.r5` sorts the information by status
- Format `rprlrslsu.r6` sorts the information by day and time (reduced)
- Format `rprlrslsu.r7` sorts the information by date and time with detail

Wrecker Company Call History

The Wrecker Company Call History report (`rpwrwcch`) provides a history of wrecker calls. The **Call Date** field is required. To view a list of valid codes for any other field, click the Lookup button (Ctrl+E).

Select from the following formats to organize the report:

- Format `rpwrwcch.r1` sorts the information by date and time
- Format `rpwrwcch.r2` sorts the information by rotation
- Format `rpwrwcch.r3` sorts the information by wrecker
- Format `rpwrwcch.r4` sorts the information by location